



# Application Packet

---

Guidelines and procedures for becoming an Agency Partner of Food Bank for the Heartland.



Contact:

Amy Gerhart

Director of Agency Relations

[AGerhart@FoodBankHeartland.org](mailto:AGerhart@FoodBankHeartland.org)

402.905.4817



Dear Prospective Food Bank for the Heartland Partner:

Thank you for your interest in becoming an agency partner of Food Bank for the Heartland. We are excited to work with organizations that help feed the hungry. Enclosed is an Application Packet that will walk you through the steps necessary to becoming an agency partner.

Partnership is achieved by the following:

- Read through the Application Packet for a brief overview of Food Bank for the Heartland
- Complete the Pre-Application checklist to determine whether to proceed with the Application process
- Fill out the enclosed Partnership Application and Agreement forms and return to Food Bank for the Heartland
- Provide Food Bank for the Heartland with a copy of your 501(c)3 IRS tax exemption letter or the IRS Church Qualifier form (enclosed)
- Service area is reviewed for unmet needs by Food Bank for the Heartland and request for partnership proceeds to the next step if the area is underserved
- Pass a site visit conducted by Food Bank for the Heartland
- Complete Food Safety Training

Once the application is received and reviewed, I will contact you to discuss your application and to schedule a site inspection. Please feel free to contact me with any questions. We look forward to working with you in the future.

Sincerely,

Amy Gerhart  
Director of Agency Relations  
Food Bank for the Heartland

## About Food Bank for the Heartland

### **Vision:**

A hunger free Nebraska and western Iowa

### **Mission:**

To reduce hunger in Nebraska and western Iowa through community collaboration and making the best possible use of all available resources.

### **Accountability:**

Food Bank for the Heartland is a member of Feeding America-The Nation's Food Bank Network. For more information on Feeding America standards and expectations, please visit

[www.feedingamerica.org](http://www.feedingamerica.org).

### **What we do:**

Food Bank for the Heartland exists to serve agency partners who distribute food to the area's men, women and children facing hunger on a daily basis. We are a distribution organization helping to move food from donors to agency partners. We serve a variety of programs including pantries and meal providers.



### **Types of agency partners we serve:**

**Pantries:** A pantry is where individuals visit the program site and receive bags of groceries to prepare at home. The groceries could also be delivered to the clients.

**Meal Provider:** A meal provider is any agency partner that prepares, serves or delivers prepared meals or snacks to individuals in need.

## Benefits of Partnership

Being an agency partner of Food Bank for the Heartland offers many benefits.

- We are a partner to help you accomplish your mission of feeding the hungry
- We offer a variety of food and household products
- You have a choice of Pick-up or Delivery of product
- You have access to our Agency Shopping Store
- You can order products online.
- You are a member of a network working to reduce hunger in Nebraska and western Iowa.

## Member Agency Handbook

Every program, upon approval of partnership, will receive an Agency Manual that outlines many of the policies and procedures for being an agency partner of Food Bank for the Heartland.

## Criteria for Membership

Agencies are non-profit organizations or churches that do not redistribute product to other non-profit entities. Agencies do provide direct service to the hungry.

The following items are the minimum requirements to become a partner of Food Bank for the Heartland. All agency partners must provide food for an underprivileged or underserved population.

- You must be a 501(c)3 not-for-profit or a church
- You must be located in the state of Nebraska or western Iowa
- An organization ordering food from Food Bank for the Heartland cannot be run out of a person's home
- You must have responsible personnel who are accountable for record keeping and inventory control
- You must have proper and adequate physical storage space

- You must operate regularly scheduled hours and be open at least twice a month for a minimum of two hours each time
- Your site must pass a site inspection prior to approval and once a year after that
- You must have the ability and willingness to access and submit information via the internet
- You must be willing to pay shared maintenance handling fees and delivery fees at prevailing rates
- You need to utilize sign-in sheets or another tracking system to keep track of the individuals served
- You must establish your own criteria for the individuals you serve; however, criteria must be consistent and be posted at your pantry/feeding site
- You are required to adhere to food safety guidelines.
- You must have one agency staff member or volunteer complete Food Safety Training

## What is a 501(c)3?

- It is a federal IRS document, not a state tax exempt form
- Your agency is eligible to become a partner by one of the following:
  - Having a 501(c)3
  - Being part of an Umbrella-Owned and Operated parent organization who has a 501(c)3 status
  - Completing the IRS Church Qualifier form

## IRS Church Qualifier

Churches who do not have a 501(c)3 Designation from the IRS can apply under the church entity. Nine examples of the following items should accompany the application. All applicants applying as a church should provide a letter from the church on its letterhead. It should be signed by its chief executive officer affirming that the organization is, in fact, a church and essentially meets the spirit of the 14 criteria employed by the IRS in defining a church (listed below).

- A. A distinct legal existence
- B. A recognized creed and form of worship
- C. A definite and distinct ecclesiastical government
- D. A formal code of doctrine and discipline
- E. A distinct religious history
- F. A membership not associated with any (other) church or denomination
- G. A complete organization of ordained ministers ministering to their congregations
- H. Ordained ministers elected after completing prescribed courses of study
- I. A literature of its own (newsletter or Sunday morning program)
- J. Established places of worship
- K. Regular religious services
- L. Religious instruction for the young
- M. Schools for the preparation of its ministers

## Site Inspections

Food Bank for the Heartland and Feeding America require that before an agency can be approved for partnership, it must pass a site inspection. After approval, the site will continue to be inspected every year.

### **What do we look for in a site inspection?**

- Food and non-food household items are stored in separate areas
- You have a clean storage area
- You practice “First In, First Out” food distribution
- All food is stored 6 inches off the floor
- You have clean equipment
- You have working thermometers and use temperature logs
  - 32 – 41 degrees for a refrigerator and Zero (0) degrees and below for freezer

## Policy Do's and Don'ts

All agency partners will be required to adhere to the following policies:

### Do's:

- Provide direct service to the hungry, low income, or underserved population
- Distribute food for use by the needy, ill, children and seniors
- Serve all clients as respected guests
- Distribute food to clients free of charge with absolutely no conditions levied, implied, or exchanged
- Refer clients to other programs or United Way (by 211) when they have a need you cannot meet

### Don'ts:

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

## Handling Fees / Delivery Fees

As an agency partner of Food Bank for the Heartland, we ask that you utilize our services to the best of your ability.

- Only order food that you are able to distribute, having enough for a small amount on reserve
- You are required to distribute a minimum of 4,000 pounds per calendar year to maintain active membership.
- Food Bank for the Heartland operates on a handling fee system. The handling fee is not the cost of the food. It is a shared maintenance cost associated with acquiring the product.

## Delivery Fee Schedule

Local = within 30 miles from Omaha    Greater Nebraska & Iowa = 30 miles or more from Omaha

Delivery	Weight	Cost
<b>Local</b>	under 1,000 pounds	\$30.00
<b>Local</b>	over 1,000 pounds	\$52.00
<b>Local</b>	over 2,500 pounds	\$90.00
<b>Local</b>	over 5,000 pounds	\$135.00
<b>Local</b>	over 7,500 pounds	\$225.00
<b>Greater NE &amp; IA</b>	under 1,000 pounds	\$37.00
<b>Greater NE &amp; IA</b>	over 1,000 pounds	\$60.00
<b>Greater NE &amp; IA</b>	over 2,500 pounds	\$105.00
<b>Greater NE &amp; IA</b>	over 5,000 pounds	\$157.00
<b>Greater NE &amp; IA</b>	over 7,500 pounds	\$262.00



## Pre-Application Checklist

The following is a checklist to determine whether you should proceed with the Application Process. You should be able to check all of the boxes below.

- You are a 501(c)3 not-for-profit or complete the IRS Church Qualifier
- You are providing service to an undeserved population
- You have secured a location for your facility and it is not located in person's home
- You must have proper and adequate physical storage space
- You have determined your hours of operation and days of service. You must operate regularly scheduled hours and be open at least twice a month for a minimum of two hours each time
- You must have personnel who are accountable for record keeping and inventory control
- You can utilize sign-in sheets or another tracking system to keep track of the individuals served
- You should have the ability and willingness to access and submit information via the internet
- You must be willing to pay shared maintenance handling fees and delivery fees at prevailing rates
- You are willing to adhere to food safety guidelines and to complete Food Safety Training
- You have regular pest control services performed at your facility
- Clients will receive food free of charge with absolutely no conditions levied, implied, or exchanged
- You must distribute a minimum of 4,000 pounds per calendar year



Food Bank for the Heartland  
 10525 J Street  
 Omaha, NE 68127

## Application for Partnership

### Agency Information

<u>Agency Partner Name:</u>
<u>Db:</u>
<u>Billing Address:</u>
<u>Physical Address:</u>
<u>City/State, Zip, County:</u>
<u>Phone:</u>
<u>Website:</u>

### Contact Information

<u>Contact Person:</u>
<u>Title/Role with Agency:</u>
<u>Phone:</u>
<u>Email:</u>

### Hours of Operation (please include hrs of service if different)

<u>Sunday:</u>	<u>Do you have any requirements for individuals who use your services (i.e. must live in X County or be of a certain age?)</u>
<u>Monday:</u>	
<u>Tuesday:</u>	
<u>Wednesday:</u>	
<u>Thursday:</u>	
<u>Friday:</u>	
<u>Saturday:</u>	

## Agency Background

Type of Agency:  Pantry  Meal Provider

Does your agency have non-profit status?  YES  NO

Federal IRS Tax Exempt Number 501(c)3:

**Please attach a copy of your IRS Tax Exempt Designation Letter**

Is your agency licensed by the state to serve a specific number of clients? Please explain:

## Services

Please describe the type of services provided by your agency/program. Please include all services, event those that are not food related.

Please explain how food from Food Bank for the Heartland will be utilized:

Please describe the people cared for by your agency. Include age, income level, physical or mental disabilities.

Does your agency provide meals on your premises?  YES  NO

If YES, how often?  Daily  Weekly  Monthly  Other

Number of people served at each meal:

Breakfast \_\_\_\_\_ Lunch \_\_\_\_\_ Dinner \_\_\_\_\_ Snacks \_\_\_\_\_

Does your agency provide home delivered meals?  YES  NO

Does your agency distribute food packages for emergency assistance to individuals or families? <input type="checkbox"/> YES <input type="checkbox"/> NO
If yes, what is included in the food package?
What is the average number of individuals served each month?
What is the average number of food packages distributed each month?
How do you determine if your clients who receive food lack the necessities of life as a result of poverty or temporary distress?
What percentage of your clients are low income?
Does your agency provide food to anyone other than clients directly under your care? <input type="checkbox"/> YES <input type="checkbox"/> NO

**Corporate Officers**

<u>President:</u>
<u>Vice-President:</u>
<u>Secretary:</u>
<u>Treasurer:</u>

**Funding**

Do you charge your clients for services offered? <input type="checkbox"/> YES <input type="checkbox"/> NO
If YES, please explain:
Is your organization reimbursed by the government for services for client care? <input type="checkbox"/> YES <input type="checkbox"/> NO
<u>Per client reimbursement?</u>
<u>Per client actual cost?</u>
Do the people receiving food from your organization pay money or contribute any property or service for the food? <input type="checkbox"/> YES <input type="checkbox"/> NO If so, explain:

## Food Storage

What type of storage space do you have available?

Dry Storage – please provide actual square footage

Do you have any backup storage?

Refrigeration Volume: Number      Total Cubic Feet

Freezer Volume: Number      Total Cubic Feet

Should your agency obtain food which is later recalled for health reasons by the FDA, could you trace how that food was used and what individuals received it?

YES    NO      Please explain:

Please explain how your food tracking and record keeping works.

What kind of food does your agency need most often?

## Authorized Signature

**By signing below, you are agreeing to adhere to the policies and guidelines set forth by Food Bank for the Heartland.**

Contact Name:

Signature:

Date:



## IRS Church Qualifier form

Churches who do not have a 501(c)3 designation from the IRS can apply under the church entity. Nine examples of the following items should accompany the application. All applicants applying as a church should provide a letter from the church on its letterhead. It should be signed by its chief executive officer affirming that the organization is, in fact, a church and essentially meets the spirit of the 14 criteria employed by the IRS in defining a church (listed below).

- A distinct legal existence
- A recognized creed and form of worship
- A definite and distinct ecclesiastical government
- A formal code of doctrine and discipline
- A distinct religious history
- A membership not associated with any (other) church or denomination
- A complete organization of ordained ministers ministering to their congregations
- Ordained ministers elected after completing prescribed courses of study
- A literature of its own (newsletter or Sunday morning program)
- Established places of worship
- Regular religious services
- Religious instruction for the young
- Schools for the preparation of its ministers

I certify that that this organization meets the requirements indicated for identification as a church.

\_\_\_\_\_  
Signature of Pastor

\_\_\_\_\_  
Date



10525 J Street Omaha, NE 68127  
Phone: 402-331-1213  
Web: [www.FoodBankHeartland.org](http://www.FoodBankHeartland.org)

## Partnership Terms and Conditions Agreement

**Date:**

**Agency Partner#:**

**Agency Partner Name:**

**Contact Name:**

**Mailing Address:**

**Distribution Address:**

### Terms and Conditions of Membership

This document is an agreement between \_\_\_\_\_ referred to as "agency" and Food Bank for the Heartland referred to as "FBFH".

The Terms and Conditions of agency membership govern an agency's membership in The Food Bank network. An agency must be willing and able to adhere to the Terms and Conditions in order to become a member and to maintain membership. The Terms and Conditions are designed to protect the interest of those who donate to our network and to ensure the integrity of the emergency food distribution network.

All information contained in the Agency Partner manual is part of Food Bank for the Heartland's expectations for Terms and Conditions of Membership.

The following items are the criteria for being an Agency Partner of Food Bank for the Heartland. The Agency:

- Must provide food for an underprivileged or underserved population
- Must be a 501(c)3 not-for-profit organization or qualify under the IRS Church Qualifier
- Will not sell, transfer, barter, or offer for sale the items supplied by FBFH in exchange for money, property, or services
- Will not use product from FBFH for personal use of agency staff or volunteers
- Will not store, prepare, or distribute product from FBFH at a location not authorized by FBFH
- Will not distribute or store product out of a person's home
- Must have responsible personnel who are accountable for record keeping and inventory control
- Must keep records of food from FBFH at the site of distribution for a period of three years
- Must have proper and adequate physical storage space
- Must agree to distribute to individuals directly and not to another organization.
- Must operate regularly scheduled hours and be open at least twice a month for a minimum of two hours each time

- Must pass a site inspection prior to approval and once a year after that
- Must have the ability and willingness to access and submit information via the internet
- Must be willing to pay shared maintenance handling fees and delivery fees at prevailing rates
- Must utilize sign-in sheets or another tracking system to keep track of the individuals served
- Must establish your own criteria for the individuals you serve; however, criteria must consistent and be posted at your pantry/feeding site
- Must adhere to food safety guidelines
- Must have one agency staff member or volunteer complete Food Safety Training
- Must order and distribute a minimum of 4,000 pounds per calendar year
- Must submit quarterly reports to Food Bank for the Heartland by the 15<sup>th</sup> of the month following each quarter

#### **Agreement of Indemnity**

- Food Bank for the Heartland and the original donor have specifically disclaimed any warranties or representations, expressed or implied, as to the purity of fitness for consumption of any or all donated items.
- Agency agrees to accept all items in “as is” condition
- Agency hereby releases the original donor and Food Bank for the Heartland from any liability resulting from the donated food/products and holds them harmless from any and all liabilities, claims, losses, causes of action, suites of law or iniquity, or any obligations in regard to the agency partner or the donated goods.

#### **Non-compliance**

If an agency does not comply with the Membership Terms and Conditions and the contents of the Agency Manual, Food Bank for the Heartland may interrupt service to the agency temporarily or suspend the agency entirely, depending upon the severity of the violation. We recognize that these consequences may adversely impact your clients. While our goal is to ensure that clients have access to the food they need, we must maintain the integrity of our network in order to ensure its long-term viability. Any actions taken to suspend or remove an agency for membership will receive written notification. Food Bank for the Heartland reserves the right to suspend or terminate any participating program/agency due to complaints of questionable activity or procedures.

The following list provides examples of a range of violations:

- Agency is delinquent in payment of the handling fees
- Proper records are not maintained at the program site
- Donated food or other products are improperly stored, refrigerated, or transported
- Donated food is used in a manner that is not consistent with membership guidelines
- Donated food or other products are exchanged for money, property, or services
- Donated food or other products are removed from the program site for private use by program staff or volunteers

**Grievance Policy**

If for any reason you are unsatisfied or have a grievance with Food Bank for the Heartland, please contact the following:

Amy Gerhart  
Director of Agency Relations  
[AGerhart@FoodBankHeartland.org](mailto:AGerhart@FoodBankHeartland.org)  
402.905.4817

Susan Ogborn  
President & CEO  
[SOgborn@FoodBankHeartland.org](mailto:SOgborn@FoodBankHeartland.org)  
402.905.4802

This agreement may be modified as deemed needed by Food Bank for the Heartland. Your agency’s authorized representative’s signature below indicates acceptance of this agreement between your agency and Food Bank for the Heartland.

\_\_\_\_\_  
Authorized Agency Representative, Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Agency Representative, Signature

Food Bank for the Heartland Authorized Signature: \_\_\_\_\_  
Director of Agency Relations

Food Bank for the Heartland will provide a complete copy for your agency files.