



Partner Agency Application Packet

Requirements and procedures for membership to the Food Bank of Iowa network.

Revised June 8, 2017

A member of:



About Us

Vision and Mission

Our Vision

A hunger free Iowa.

Our Mission

We provide food for Iowa children, families, and seniors to lead full and active lives, strengthening the communities where they live.

What We Do

The Food Bank of Iowa maintains a 53,000 square foot distribution center in Des Moines containing more than 45,000 square feet of dry storage, 48,000 cubic feet of freezer space and substantial cooler space. Out of this facility, we serve 285 partner agencies in 42 counties. An additional 13 counties are served through our redistribution organization, the Food Bank of Southern Iowa.

Donated products are received from all sectors of the food industry, including: growers; packers; processors; manufacturers; wholesalers; brokers and retailers. We also receive commodities from the United States Department of Agriculture (USDA).

The Flow of Food



Partner Agencies We Serve

- Pantries: Individuals in need visit the site and receive grocery items to prepare at home.
- Meal Providers: Individuals in need receive prepared meals or snacks.

Benefits of Partnership

Partnership with Food Bank of Iowa offers many benefits to your agency.

- We are a partner to help you accomplish your mission of feeding the hungry
- We offer perspective and lessons learned from other Food Bank of Iowa partner agencies.
- You will have a source of food and household products to which you otherwise may not have access
- We leverage purchasing power to offer you food and products you otherwise may not be able to afford.
- We offer online ordering of our products as well as online pick-up scheduling.
- You will have access to our Agency Produce Shopping Area.
- You will have regular learning opportunities through annual agency conferences and monthly newsletters to help you run your agency most efficiently and offer tips on use of food, storage and safe handling, grant and fundraising opportunities, volunteer recruitment resources, recall alerts, etc.
- Potential direct access to donated products from retail stores.

Criteria for Membership as a Partner Agency

Food Bank of Iowa agency members are 501(c)3 non-profit organizations or churches that are incorporated for the purpose of serving the ill, needy or infants (minor children), provide direct service to the hungry, and do not redistribute product to any other entity. The pre-application checklist indicates our minimum requirements. If you do not or cannot meet these requirements, you will not be considered a candidate for membership as a partner agency.

In addition to these minimum requirements, your agency will be reviewed on the number of households and clients you do and can serve, whether there is any network duplication in your service area and/or whether your service area is an underserved area or serves an underserved population.

In some cases, Food Bank of Iowa may be able to work with an applying agency to meet a requirement they have not fulfilled. Applications will be accepted and reviewed on a bimonthly basis.

What is a 501(c)3?

Section 501(c)3 is the portion of the US Internal Revenue Code that allows for federal tax exemption of nonprofit organizations, specifically those that are considered public charities, private foundations or private operating foundations. It is regulated and administered by the US Department of Treasury through the Internal Revenue Service.

In order to qualify for 501(c)3 status, an entity must be organized and operated exclusively for religious, charitable, scientific, testing for public safety, literary, or educational purposes, to foster national or international amateur sports competition, or for the prevention of cruelty to children or animals.

In order for a corporation or other qualifying entity to receive 501(c)3 status, it must apply to the IRS for recognition by filing Form 1023, Application for Recognition of Tax Exemption. The application is a thorough examination of the organization's structure, governance and programs.

Your agency is eligible to become a partner agency through one of the following:

- Having 501(c)3 status
- Being part of an umbrella-owned and operated parent organization who has 501(c)3 status (We must have a copy of the 501(c)3 and a letter attached stating the affiliation and offering approval to use the 501c3)
- Completing the IRS Church Qualifier form

For more information on 501(c)3s or how to become one, please visit www.501c3.org

IRS Church Qualifier

Churches who are not 501(c)3s can apply under the church entity by compliance with the spirit of the 14 criteria employed by the IRS in defining a church (listed below). All applicants applying in this manner should provide a letter on church letterhead signed by its chief executive officer affirming the organization is, in fact, a church by these criteria.

- 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 congregations
- L. Regular religious services
- M. Religious instruction for the young
- N. Schools for the preparation of its ministers

Site Inspections

Food Bank of Iowa and Feeding America require your agency to pass a site inspection before it can be approved for partnership. Upon approval, the site will be inspected at least every two years.

What are we looking for?

When we complete a site inspection we are checking to see how your program operates (client intake, understanding fees, responsibilities of staff/volunteers), view your facilities, and review your food safety procedures to ensure:

- You have a clean storage area
- Food and non-food household items are stored in separate areas
- All food is stored at least 6 inches off the ground and away from the walls
- You practice “first in, first out” food distribution
- Your equipment is clean and you have working thermometers and up-to-date temperature logs

Handling Fees/Food Ordering

As a partner agency of the Food Bank of Iowa, we ask that you utilize our services to the best of your ability and to your own limitations.

- Only order food that you are able to distribute – while still having a small amount on reserve
- Only order food that you have the capacity to transport from Food Bank of Iowa to your agency location.
- Be on time for scheduled pick-up times. If you are unable to make your pick up, call the Food Bank of Iowa prior to your scheduled appointment.
- Understand your requirement to distribute a minimum of 2,000 lbs. per calendar year to maintain active membership with the Food Bank of Iowa.
- Food Bank of Iowa operates on a handling fee system. The handling fee is not the cost of the food, but rather a handling fee associated with acquiring and storing the product. Fees are assessed at varying rates from \$.00-.16/lb.

Partner Agency Handbook

Every agency, upon acceptance as a partner, will receive a Partner Agency Handbook at their agency Orientation that outlines many of the policies and procedures for being a partner agency of the Food Bank of Iowa. This manual will serve as a “how-to” source to reference. Agencies are expected to maintain the guidelines in the Partner Agency Handbook.

Pre-Application Checklist

The following is a checklist of minimum requirements your agency must meet to be considered for membership as a partner agency with the Food Bank of Iowa. You should be able to check all of the boxes below to proceed with the application process.

- You are a 501(c)3 non-profit organization or a church located in the Food Bank of Iowa's 55 county service area.
- Your organization has been in operation a minimum of 90 days with an ongoing food program.
- You are providing service to 51%+ financially needy clients and an underserved population.
- You will use the donated product only as related to your agency's purpose of serving the ill, needy or infants (minor children).
- You have a location at your facility that includes proper and adequate physical storage/preparation/distribution space not located in a personal residence.
- Your agency operates for distribution/meals a minimum of twice per month for a minimum of two hours per distribution/meal.
- Your agency has established criteria for the individuals you serve that are consistent and posted at your pantry/feeding site. This must include distribution of USDA commodities to households (not exceeding) 185% of the federal poverty level.
- You have personnel/volunteers who are accountable for record keeping, inventory control and a system for keeping track of individuals served.
- You have the ability and willingness to access and submit information via the internet.
- You will agree to pay handling fees listed on the product inventory invoice.
- You will adhere to food safety guidelines and complete Food Safety Training.
- Your staff, visitors, and clients will receive food free of charge with absolutely no conditions levied, implied, or exchanged.
- You will order and distribute a minimum of 2,000 lbs. per calendar year (FYI, according to USDA, 1 meal = 1.2 pounds of food).
- You will pass a site inspection prior to membership and allow for appropriate on-going monitoring by Food Bank of Iowa representatives.
- Your agency will use the Food Bank of Iowa at least once every six months.
- You have sufficient transportation to pick up your orders.
- You have sufficient funding sources to cover expenses.

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Partner Agency Application



Instructions for completing the fillable application:

Click on, "Click here to enter text" to enter your answers to each question.

Boxes can be filled with an by clicking on them.

Where a line appears _____, you may click on the line to enter the requested text.

The same will apply to the Terms and Conditions Agreement.

When you complete the application and agreement, please save, print, sign and return them to Food Bank of Iowa, c/o Alexis Prigge, 2220 E. 17th Street, Des Moines, IA 50316.

Date:

New Applicant

Re-Applicant

CONTACT INFORMATION

AGENCY INFORMATION

Agency Name:

Physical Address:

City:

Zip Code:

County:

Web address:

Phone Number:

Fax Number:

APPLICANT CONTACT PERSON

Name and Title:

Contact Person Telephone number:

Contact Person Email:

ADMINISTRATION

Director of Agency (Exec. Dir., Pastor, Board Chair):

Director of Agency's Telephone:

Director of Agency's Email:

Bill to Name and Address:

City:

Zip Code:

AGENCY BACKGROUND

Are you a designated 501c3 nonprofit charitable organization as defined by the Internal Revenue Code Section 170e3? Yes No

(A copy of the IRS Final Letter of Determination or IRS Church Qualifier form must accompany this application)

How long has your agency been in operation?

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What is the primary purpose of your agency?

Why do you wish to become a partner agency of Food Bank of Iowa?

PROGRAM INFORMATION

Are you providing service to 51+% financially needy clients? How do you determine this?

What type(s) of food program(s) do you have? (Check all that apply)

- Pantry (food eaten by clients off site)
- Soup Kitchen (meals served on site)
- Shelter with pantry
- Shelter with meals served on site
- Other (please describe):

Does anyone in your agency have certification in food safety? Yes No

(If yes, include a photocopy of your certificate with this application)

What other non-food programs does your agency operate?

Describe your food program in detail. Who does it serve? How long in operation? How does it work?

Describe how you let people know about your food program.

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How often does your agency distribute/serve food?

- Daily
- Multiple times per week
- Once per week
- Twice per Month
- Other (please specify):

Which day(s) of the week:

Time(s) of day:

Do you set boundary restrictions for providing food to clients?

- No, the food programs(s) has/have no boundaries
- Yes, check all that apply
 - Service area, based on city
 - Service area, based on zip code
 - Service area, based on county
 - Other (please specify):

Does your agency maintain more than one site? If so, please include the number of sites and the addresses.

Use a three month average to answer the next two questions.

For an on-site feeding program, how many total meals are typically served in one month?

For a food pantry, how many individuals and households are typically served in one month?

How do you collect this data?

List the criteria for a person to participate in your food program. How is this verified?

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How is this criteria determined and by whom?

What type(s) of documentation must clients provide to receive food?

- Social Security card
- A State issued ID
- Proof of address
- Proof of income
- None
- Referral – If so, who from?
- Other (please specify)

Describe any other requirements placed on people to whom your agency provides assistance.

Describe what types of records your agency keeps for your food program and how these are maintained.

Please estimate the percentage of food that comes from these sources:

- ___ Retail purchases (supermarket, grocery store)
- ___ Wholesale/food brokerage purchases
- ___ Restaurant donations
- ___ Community food drives
- ___ Hosting religious congregation
- ___ Other (please specify):

What percentage of your food do you anticipate sourcing from the Food Bank of Iowa?

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PROGRAM FUNDING

Describe how your program is funded.

Do you charge fees for any services provided? Yes No

If yes, please explain.

Do you charge fees to staff and volunteers, please explain?

Does your agency receive any government funding or reimbursement?

If yes, please describe.

Do you understand that the handling fee cannot be passed on to the program participant, staff or visitors? Yes No

FACILITY DESCRIPTION

Please describe your dry storage space:

What type(s) and number of refrigerators do you have?

- Domestic Unit _____
- Commercial one-door _____
- Commercial two-door _____
- Commercial three-door _____
- Walk-in unit _____

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What type(s) and number of freezers do you have?

- Domestic unit _____
- Commercial one-door _____
- Commercial two-door _____
- Commercial three-door _____
- Walk-in unit _____

Are the premises inspected by Health Officials? Yes No

Date of last inspection and score:

Does your agency have a company contracted to handle pest control? Yes No

If yes, what is the company's name and how often do they come?

If no, how does your agency handle pest control?

Describe your inventory control procedures – how is the stored food handled and used?

How will you ensure Food Bank of Iowa products are used only for approved programs?

Is there anything else we should know about your program or your application?

Partner Agency Application



OTHER INFORMATION

Will your agency respond to direct referrals from the Food Bank of Iowa or other community agencies? Yes No

If yes, please explain any limitations on possible referrals. If no, please explain.

Are you a member of any other Food Bank? Yes No

If yes, which one(s)?

Does your agency have internet access? Yes No

Does your agency have reliable transportation to pick up your FBOI orders? Please explain.

Does your transportation have cooling capacity for fresh produce and frozen goods?

Does your agency plan to pick up product: Weekly Monthly Other (explain)

Signature of Agency Director: _____ Date: _____

Approved by: _____ Date: _____
(Director at the Food Bank of Iowa)

PARTNER AGENCY TERMS AND AGREEMENT

REFERENCE DOCUMENT



Terms and Conditions of Membership

The agency agrees to all of the following terms and conditions of this agreement to gain and maintain membership in the Food Bank of Iowa network. These terms and conditions are designed to protect the interests of those who donate to our network and ensure the integrity of the Food Bank of Iowa food distribution network partners.

All information contained in the Partner Agency Manual is part of the Food Bank of Iowa's expectation for Terms and Conditions of Membership.

The following items are the criteria for being a Partner Agency of the Food Bank of Iowa. The Agency:

- Must be a 501(c)3 non-profit organization or an IRS qualified church located in the Food Bank of Iowa's 42 county service area.
- Must have been in operation a minimum of 90 days with an ongoing food program.
- Must provide food to 51%+ financially needy clients and an underserved population.
- Must use the donated product only as related to your agency's purpose of serving the ill, needy or infants (minor children 0-18) as defined in [IRS Code section 170\(e\)3](#).
- Will not sell, transfer, barter, or offer for sale the items supplied by the Food Bank of Iowa in exchange for money, property, or services.
- Must adhere to operate the program in accordance with Part 251 and, as applicable, Part 250 of federal regulations; [USDA Title 7, Chapter 2](#).
- Must have and maintain proper and adequate physical storage/preparation/distribution space not located in a personal residence or any other location not authorized by the Food Bank of Iowa.
- Must operate regularly scheduled hours for distribution/meals a minimum of twice per month for a minimum of two hours per distribution/meal.

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- Must ensure your clients receive food free of charge with absolutely no conditions levied, implied, or exchanged.
- Must not engage in discrimination, in the provision of service, against any person because of 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.
- Must have all frontline staff, as well as volunteers whom interact with clients, complete Civil Rights training annually.
- Must have personnel who are accountable for record keeping, inventory control and a system for keeping track of individuals served.
- Must agree to submit monthly reports for food distribution due by the 10th of each month for the prior month's activity.
- Must keep records of food from the Food Bank of Iowa at the site of distribution for a period of at least one year and agree to make its books and records, including but not limited to those which track the receipt and distribution of products obtained from Food Bank of Iowa and financial record keeping books available to the Food Bank of Iowa, with or without notice.
- Must have the ability and willingness to access and submit information via the internet.
- Must be willing to pay handling fees listed on the product inventory.
- Must adhere to food safety guidelines and complete Food Safety Training.
- Must utilize the Food Bank of Iowa at least every six months and order and distribute a minimum of 2,000 lbs. per calendar year (FYI, according to USDA, 1 meal = 1.2 lbs. of food).
- Must pass a site inspection prior to membership and allow for appropriate on-going monitoring by Food Bank of Iowa representatives.
- Must provide its own transportation to pick up food and other products at the Food Bank of Iowa warehouse and/or delivery site unless notified otherwise.
- Must agree that it will only receive food from the Food Bank of Iowa and no other Feeding America Member Food Bank. Additionally, the agency is not allowed to redistribute donated product to any organization, agency, partner, or entity other than a qualifying client.

Agreement of Indemnity

- Food Bank of Iowa, Feeding America 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 and to adhere to any donor stipulations placed on donated products.

PARTNER AGENCY TERMS AND AGREEMENT



- Agency hereby releases the original donor, Food Bank of Iowa and Feeding America and all its personnel from any liability resulting from the donated food/products pursuant to the inspection requirements as specified in the Code of Iowa 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 of Iowa 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 from membership will receive written notification. Food Bank of Iowa reserves the right to immediately 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:

- 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
- Agency is delinquent in payment of their handling fees
- Agency has multiple “no-shows” for scheduled pick-ups
- Required reporting is not being done correctly or on-time
- Proper records are not being maintained at the program site

PARTNER AGENCY TERMS AND AGREEMENT



This agreement is good for a term of two years and open to renewal. This agreement may be modified as deemed necessary by Food Bank of Iowa and may be terminated for any reason by either party upon 30 days written notice. Your agency’s authorized representative’s signature below confirms the agency’s acceptance to abide by all terms of this agreement.