



MEMBER AGENCY HANDBOOK

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Dear Hunger Relief Partner,

Welcome to Harvest Regional Food Bank! We are excited and honored that you have chosen to become a partner with us in our mission to end hunger in Southwest Arkansas and Northeast Texas. The purpose of this manual is to orient you to the policies and expectations of membership with Harvest Regional Food Bank.

By becoming a partner agency, you are joining a network of organizations dedicated to the belief that no one should go hungry. We strive to eliminate hunger each day by providing food to our partner agencies in southwest Arkansas and Northeast Texas to serve our neighbors in need because well-fed communities are better for us all.

Through our programs, we are able to serve more than 60,000 food insecure individuals right here in our community. Thank you for joining us in this mission! To continue providing hunger relief through our hunger relief partners, 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,



**Camille Wrinkle
CEO/Executive Director**

I. Membership Criteria

The following criteria must be agreed to and complied with for your agency to become and remain a member in good standing of Harvest Regional Food Bank. A representative of each member agency is required to sign a copy of the membership criteria agreement stating that they understand, agree to, and will follow these criteria. This document will be kept on file at the Harvest Regional Food Bank.

Criteria for Member Agencies

SERVICE AREA

Organization must be located in the 10 county service territory of the Harvest Regional Food Bank. These counties include Bowie County in Texas, and Miller, Columbia, Little River, Lafayette, Hempstead, Howard, Nevada, Pike, and Sevier counties in Arkansas.

NONPROFIT

In order to be considered for partnership with the Food Bank, your agency must be designated a 501(c) (3) tax exempt, public nonprofit organization by the Federal Government. An official copy of your organization's 501(c) (3) determination letter must be submitted with your application. Further explanations will be required if the letter submitted with your application is under a different organization's name, such as an explanation of affiliation. For more information, visit the IRS website at: <http://www.irs.gov/app/pub-78/>.

Organizations must be non-profit, tax-exempt 501(c) (3) or equivalent. One of the following documents is required:

- 501(c) (3) determination letter from the Internal Revenue Service.
- Churches part of a larger body: A copy of a current letter, written on organizational letterhead stationery, from the governing church body (i.e., Baptist State Convention) documenting its exempt status and the church's membership in that organization.
- Independent Churches: Completion of the "Church Qualifier form" (Must provide documentation of a minimum of 9 items). Qualifies under section 501(c) (3) of the Internal Revenue Service code or meets the definitional requirements of the IRS code to qualify as a church.

I. Membership Criteria

CATEGORIES OF FOOD PROGRAMS

Food Pantry—community-based, nonprofit food assistance program most often found at churches, synagogues, mosques and social service agencies. Food pantries provide a limited amount of food to individuals and families facing either food emergencies or ongoing food needs.

On-site Program— a partner agency that serves food in its facility to low-income persons, such as child care centers, shelters, and residential treatment programs. They are also referred to as ‘on premise’.

COMMUNITY NEED

There must be an established need in your community for a new food program. The Food Bank reserves the right to review the concentration of agencies in your community. If a food program already exists in your neighborhood, then it may be more beneficial to collaborate with them. Upon request, the Food Bank will provide a list of other agencies in your area that you may contact to discuss community-specific needs.

PROHIBITED EXCHANGE OF HRFB PRODUCTS

It is important that our partner agencies understand that donated product must be distributed free of charge to eligible clients. Program participants cannot be solicited to contribute money, sign petitions, or converse with the persons conducting the activity to receive food. Under no circumstance should donated product be sold, traded, bartered, transferred or exchanged for any other goods, services or property.

Member agencies may not charge the recipients directly for product distributed, nor may any agency require clients to perform services in exchange for food
Or grocery products.

I. Membership Criteria

Discrimination based on 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 is strictly prohibited.

Member agencies are not permitted to require clients to attend a religious or political meeting, to make a statement of faith, or to pledge membership to any religious or political organization before or after food assistance is given. Services of the member agency must not be restricted to the membership of the sponsoring organization.

Food Pantries can limit who they serve to a geographical area only. Agencies are prohibited from asking for proof of income and social security numbers of patrons. Allowable documentation can include: Driver License or ID, a recent bill or document that shows the clients address. A P.O. Box should not be used to prove residency.

AGENCY OPERATIONAL REQUIREMENTS:

- The agency must be willing and able to provide food to those in need without requiring the recipient to pay, pray, or work in order to eat or gain admission to the food distribution setting.
- Food Pantries must be open to, and serve the public on a regular, pre-defined schedule. If operational hours change, the agency must notify Harvest Regional Food Bank's Agency Representative.
- Food pantry programs must be open a minimum of two hours once a month.
- The agency must post signs with the days and hours of distribution.
- Assistance is given on a first come, first served basis.
- The agency must adhere to all Food Bank policies procedures.
- The agency must only serve the clients in the HRFB 10 county service area
- Client information must be current and confidential. Records should be stored in a locked cabinet. Pantry staff and volunteers are prohibited from disclosing or discussing confidential client information.

I. Membership Criteria

- Client information must be current and confidential. Records should be stored in a locked cabinet. Pantry staff and volunteers are prohibited from disclosing or discussing confidential client information.
- Agrees to regular monitoring by Harvest Regional Food Bank representative, or an affiliate thereof, to verify compliance with these criteria and the information provided on the agency's application and monthly reports, and will permit representatives of the government and Harvest Regional Food Bank to these records.
- Client volunteers should not receive special treatment; they should go through the intake process, and should not receive more food than non-volunteers.
- The On-site Program must have a stove with a hood (vent) to ensure proper air ventilation, an industrial dishwasher or a three-step dishwashing sink, a hand-washing sink separate from dishwashing sink, and one dial stem thermometer to measure the temperatures of a refrigerator, frozen and re-heated hot foods.

AGENCY ORDERING REQUIREMENTS

- All items drawn from Harvest Regional Food Bank are used only in activities included in its tax-exempt purpose and solely for feeding people who are ill, in need or infants.
- Has sanitary, reliable, and product appropriate transportation and sufficient personnel to pick up food at Harvest Regional Food Bank warehouse.
- Is licensed by the state and/or city as a food service establishment according to the service provided and will notify Harvest Regional Food Bank of any changes in licensing status.
- Has adequate storage and refrigeration and freezer space to ensure the wholesomeness of the food until it is used.
- Will maintain good health and sanitation procedures for the types of food drawn.
- Accepts food in "as is" condition and agrees to inspect such items, withholding from distribution and/or consumption any food that might be spoiled or inedible.

I. Membership Criteria

- Immediately discards any unfit food and advises Harvest Regional Food Bank (Your agency is not responsible for hidden, unobservable defects.)
- Maintains records on the receipt, distribution, and use of products from Harvest Regional Food Bank sufficient to provide a clear audit for such products for at least 36 months after the receipt of such products.
- Supports the operation of the Harvest Regional Food Bank by paying a handling fee on a per pound basis for applicable products.
- Understands that food received is a gift and not the result of any sales transaction; and as such, acknowledges that no express warranties are given and no implied warranties apply to the nature and condition of the food.
- Affirms that the original donor, Harvest Regional Food Bank and its affiliates are held harmless from any claims or obligations in regard to the products received by the agency.
- Destroys and/or discards any food upon notice from Harvest Regional Food Bank or original donor that such food may not be fit for human consumption.
- Will notify Harvest Regional Food Bank whenever notice of any claim of liability with respect to food is received.
- Observes and implements a use-of-product restrictions placed on items by the Harvest Regional Food Bank at the request of the original donor.

I. Membership Criteria

RIGHT TO REFUSE SERVICE

In order to maintain a high standard of service and provide a safe environment for your employees, volunteers, and client families, HRFB Partner Agencies have the right to refuse or discontinue service to unruly clients. Services may only be denied to a client disrupts the normal services, or whose behavior or environment threatens the safety of others. Inappropriate behavior includes, but is not limited to the following:

- Unreasonable demands for services
- threatening or erratic behavior
- Personally threatening or offensive language

If your Agency refuses any service, document all parties involved and describe the incident in full with dates and notify HRFB Agency Director.

II. Documentation

Recordkeeping

Record keeping is a vital part of program compliance. Each member agency must maintain records to document its activities with our food services including records of client distribution to be used for safety and recall purposes. This includes the client's name, address or phone number, household size and ages, along with the racial information, and amount of meals served per month (soup kitchens). It is imperative that we adhere to guidelines that protect and encourage those who are in need of food assistance.

II. Documentation

All member agencies must keep a copy of the following on hand at all times:

- Memorandum of Agreement between your agency and Harvest Regional Food Bank
- Membership Application, including all attachments
- Member Agency Handbook
- Paperwork indicating non-profit or church designation status

The following information must be collected and records maintained for at least three years. These documents will be examined during monitoring visits.

- Documents of transactions between your agency and Harvest Regional Food Bank, including total pounds of products you receive from Harvest Regional Food Bank by item.
- Monthly and inventory reports
- A documented method for non-discriminatory distribution to people in need
- Documentation on Harvest Regional Food Bank products used for the maintenance of your program, including list of products, amounts used, and how used.

For assistance in developing a method of counting and recordkeeping, please contact Harvest Regional Food Bank at 870-774-1398.

II. Documentation

Reporting

Agencies are responsible for submitting a Monthly Report even if no orders were placed or received during any given month. A report form is provided as an attachment to this handbook. The report is due by the First Friday of each month and covers the previous month. For example, the report for January is due by the first Friday in February. These reports are very important and failure to complete and submit the reports will affect your participation in the Harvest Regional Food Bank program. If an agency is late submitting their report, they are first notified by phone. If the report is not received immediately thereafter, a letter is sent notifying the agency that if the report is not received in 30 days, no appointments to obtain products can be made by the agency until the report is turned in.

The monthly report has a place to report any changes in the following:

- Authorized personnel
- Contact person name
- Storage or distribution location
- Equipment changes
- Mailing address
- Phone numbers
- Days and hours of operation
- Services and/or programs

III. Monitoring Visits

All partner agencies are to permit HRFB staff to monitor the program including the authority to check records and inspect the facility. Site visits will include an examination of food storage areas, and a short interview regarding the program. Please be prepared to have records available.

The safety of the products we distribute and the efficient and respectful service to those we serve is of utmost importance to Harvest Regional Food Bank. Harvest is required to monitor their member agencies regularly to ensure compliance with all membership requirements. This inspection has a two-fold purpose: to provide an opportunity for interaction at your agency instead of at the Harvest Regional Food Bank office and to identify any potential problems and assist in solving them. The visit also enables Harvest Regional Food Bank staff to assure donors that we have a sound system of protecting, accounting for, and distributing their donated products.

Your agency's practices regarding the hunger relief services you provide will be reviewed during the monitoring visit. Other items that will be checked include:

- Sanitizing processes
- The cleanliness of the areas where food is stored and handled
- The cleanliness of all appliances and equipment involved
- The availability and condition of hand washing stations and restrooms
- Records described in Section III
- Storage and garbage disposal to ensure standards are being met
- Pest control
- Temperature control in storage areas
- Refrigerators and freezers
- Vehicles used to transport food and grocery products
- Customer service standards

III. Monitoring Visits

Once the report is completed, a representative from your agency will be asked to review and sign the report. A copy of the completed and signed report will be provided to your agency upon request.

Feedback from our agencies is also very important to us, so we sincerely appreciate all of your suggestions, needs, or concerns, whether during this monitoring visit or throughout the year.

IV. Types and Uses of Products

Types of Products

Types of products available include: 1) gratis food; 2) handling fee food; 3) assorted / mixed boxed items; 4) Purchased Products and 5) USDA TEFAP & CSFP(Commodities).

Gratis Food: Some produce, bread, and surplus items are available to all member agencies free of charge and may be picked up from the dock during warehouse hours by your agency's authorized personnel. All gratis items must be weighed and added to the invoice. An agency cannot order gratis products and they do not appear on the product inventory list.

Produce must be taken in the case or container in which it is packaged. Cases cannot be separated on the loading dock.

IV. Types and Uses of Products

Handling Fee: Handling Fee products can be ordered by all member agencies. There is no cost of the products; however, a handling fee, currently of up to 19 cents per pound, is charged for these items. This fee helps to cover the cost of running the warehouse and transporting the products to Harvest Regional Food Bank.

Assorted/Mixed Boxed Items: These products are either cosmetically damaged name brand items or a variety of non-name brand items donated to Harvest Regional Food Bank. It is helpful to be creative when ordering assorted products and an agency can round out its selection by consistently ordering salvage products, adding variety to menus and distributions. These products are assessed a handling fee, currently of up to 19 cents per pound.

USDA TEFAP (Commodities): These products are provided by the USDA and can only be distributed to USDA approved agencies and to clients who meet TEFAP distribution criteria. Agencies interested in becoming a USDA distributor must complete a separate application and inspection process that is controlled by the state.

Purchased Products: For the convenience of agencies, Harvest Regional Food Bank will stock items purchased at wholesale or retail. Harvest Regional Food Bank will attempt to stock items that are in demand by agencies when they cannot be obtained by donors. We have contacts with wholesales or brokers to obtain most items more inexpensively than wholesale and retail options available to agencies. Additionally, Harvest Regional Food Bank purchases in bulk with other Arkansas Hunger Relief Alliance members to reduce the cost of these items. These items are resold to agencies at prices set by Harvest Regional Food Bank. These items do not come from donated sources and are not limited to the 19 cent per pound shared maintenance / handling fee.

IV. Types and Uses of Products

Uses of Products

Harvest Regional Food Bank products may be used to feed on-site feeding facility employees or volunteer only when meals are primarily prepared for people in need. No products may be ordered solely for the employees and volunteers, and all food ordered must be appropriate for the ages and needs of the people served. Agencies may use cleaning and paper products for the up-keep of the facilities in which the feeding programs are located.

Harvest Regional Food Bank products can never be:

- Sold, bartered, or traded
- Used as compensation or gifts for volunteers or employees
- Used at an agency function or party (unless it primarily benefits needy clients)
- Used at a church supper, board meeting, fund-raisers, or any events that are not to feed people in need
- Used for any purpose other than to further an agency's service to people in need

Product Inventory List

Harvest Regional Food Bank provides an updated inventory of products available to member agencies. Agencies may choose to have the product inventory list sent by fax or e-mail. Agencies receiving the list by fax or e-mail will receive the list when it is updated as inventory selection changes significantly (roughly weekly). An agency may call during regular business hours to have a current list sent to them.

V. Product Inventory

Ordering Procedures

Each agency must have on record at the Harvest Regional Food Bank office a list of people authorized to order products and to pick up orders. Persons not on your agency's authorized list will not be able to order products and to pick up orders at Harvest Regional Food Bank. Keeping this form accurate and up to date is important to ensure that your agency is always able to select and receive products from Harvest Regional Food Bank.

The Harvest Regional Food Bank warehouse is open for picking up orders by appointment only from 7am to 2pm Monday-Friday. The following guidelines have been developed by the staff of Harvest Regional Food Bank to help make your ordering experiences as pleasant and efficient as possible.

Please read this list carefully:

1. Please be on time for your appointment.
2. Pick up orders must be received at least 24 hours prior to your pick up appointment. For delivery appointments, orders must be turned in at least 48 hours in advance.
3. You are responsible for double-checking to make sure all products ordered are received before you leave. Your signature on the order verification confirms that all products were checked and received.
4. Since most products are donated, they are distributed "AS IS." Sorry, no refunds or exchanges.

Credit will not be extended to any agency without prior approval. Approval cannot always be obtained on the same day so be sure to make prior payment arrangements.

We appreciate your cooperation in helping us serve all agencies in a timely and efficient manner. If you have any questions, comments, or suggestions, please contact us at 870-774-1398.

VI. Fees & Payment Information

Fees

Any application for membership to Harvest Regional Food Bank, Inc. must be accompanied by a check for \$50 drawn on an account held by the sponsoring tax-exempt organization as an application fee. This application fee will be refunded, as a credit on the new agencies account for future orders. Cash refunds will not be provided.

Each member agency may be required to pay handling and/or delivery fees. Additional costs are associated with obtaining purchased foods.

The handling fee is an apportioned assessment of member agencies that helps cover the cost of collecting, sorting, storing, and distributing donated products to member agencies. This is not a charge for the products. The fee is referred to as a Shared Maintenance Fee and it can vary, but is currently capped at 19 cents per pound.

Delivery of Harvest Regional Food Bank orders is available at a fee based on distance from the Harvest Regional Food Bank warehouse. Local Delivery fee is \$20 and out of town delivery fee is \$40. Deliveries are scheduled at the convenience and availability of the Harvest Regional Food Bank warehouse staff.

Purchased items are resold at prices set by Harvest Regional Food Bank. Since these items were purchased by Harvest Regional Food Bank, they are not restricted to the 19 cents per pound limit assessed to donated items.

VI. Fees & Payment Information

Payment Information

Fees are due upon receipt of the order and can be mailed to 3120 E 19th St Texarkana AR, 71854, delivered in person, or over the phone at (870) 774-1398. Fees may be paid by check, money order, credit card, or cash only.

An invoice is past due after 90 days and may render the agency subject to suspension of membership until payment is received or arrangements for payments are made.

If your agency is experiencing difficulty with payment, an agency representative should contact the Harvest Regional Food Bank Executive Director immediately.

VII. Food Safety Information

To maintain the integrity of the food distributed by the Foodbank and ensure it remains healthy and safe for consumption, agencies must be trained in proper food storage and safe handling practices.

Each partner agency agrees to observe safe food handling practices in transportation, storage, handling, and distribution of Food and USDA commodities. Pantry staff and volunteers that handle or transport food must undergo Harvest Basic Food Safety Training every two years.

VII. Food Safety Information

Product Safety

Please follow these guidelines for any products that are of questionable quality. Discard all products with any of the following package conditions

For cans:

- rust that cannot be buffed off
- rust around the rim
- a dent that comes to a point or sharp crease
- a dent on the seam of the can
- a dent on the rim of the can
- “puffed” cans where internal pressure has deformed the cans
- products with no labeling

For bags and boxes:

- any signs of infestation or contamination
- any puncture or tear that has broken the innermost seal
- any exposed items that have been taped or repackaged into a bag or box

For jars and bottles:

- any containers that have been opened or if the protective seal is broken
- any sign of contamination or grim around the rim
- products with no labeling

For non-food items:

- personal care items that are taped or resealed
- items with missing manufacturer’s seals broken or missing
- cleaners and paper goods that are taped or resealed with visible contamination

When in doubt, throw it out!

VII. Food Safety Information

Storage Requirements

The following storage requirements must be adhered to strictly in order to maintain product quality and safety. Each of the following items will be examined during a monitoring visit.

- The food storage facility should be temperature controlled with adequate ventilation.
- The structure should be secure, with locks in good working order.
- A pest control program should be performed regularly. Where evidence of infestation occurs, a commercial pest control company must be engaged.
- Storage space is adequate.
- Inventory is rotated.
- Leftovers are used only once.

For dry storage:

- All food is stored off the floor. If supply exceeds shelving space, excess can be stored on pallets, must be at least 4 inches from all walls.
- All containers are properly sealed.
- No food is stored in bathrooms.
- Thermometers must be present in all dry storage areas.
- All non-food products must be stored separately from food products. At a minimum, all non-food products should be stored on lower shelves and never above food products.

For refrigerated and frozen storage:

- Refrigerators should be maintained at temperatures not exceeding 41 degrees Fahrenheit.
- Freezers should be maintained at temperatures below freezing, from 0 degrees to -10 degrees Fahrenheit.
- Thermometers should be present in all refrigerators and freezers.

VII. Food Safety Information

All refrigerators and freezers should be defrosted and cleaned with a USDA-approved disinfectant at least two times per year or as needed.

Recommended storage temperatures (Fahrenheit) for specific food items are:

- Produce 41 degrees or below
- Dairy, Eggs 41 degrees or below
- Meat and Poultry 36 degrees or below
- Seafood 32 degrees or below
- Bakery 70 degrees or below
- Candy 70 degrees or below

Disposition of Damaged and/or Spoiled Products

Product received from Harvest Regional Food Bank is received in “as is” condition. It is the agency’s responsibility to inspect product at the time of pick up or delivery, whichever is the case.

At that time, notify the warehouse personnel if you think something you have received is unusable.

If you encounter unusable product during distribution to your clients, contact the Harvest Regional Food Bank immediately and speak to Harvest Regional Food Bank’s Executive Director or

Operations Manager. Based on the information you provide, we will provide instructions for use or disposal of the product in question. Please have the following information available when you call:

1. Type of product as it is listed on your order form or invoice.
2. Date product received from the Harvest Regional Food Bank as listed on the order form/invoice.
3. Code dates from the product itself.
4. Reasons why you question the product.

VIII. Suspension & Termination

Our agencies are the cornerstone of direct service to those in need in our state, thus, we strive for service excellence and harmony in achieving our mission. However, situations do occur that require evaluation, investigation, and action. We will attempt in every way to work with an agency that falls into non-compliance of standards and will do so in an amicable and professional manner, including allowing our agencies to utilize the services of the Arkansas Hunger Relief Alliance to resolve concerns that we and the agency cannot. Although this type of communication and resolution is preferred, there are guidelines and obligations that, if breached, are cause for suspension or loss of membership.

The following are violations that will result in the suspension or termination of your Harvest Regional Food Bank membership. Please make sure everyone in your agency is aware of these violations.

1. Providing false information on your agency's membership application or monthly reports.
2. Failure to comply with any of the membership criteria.
3. Exchanging Harvest Regional Food Bank products for money, property, services, or other products.
4. Storing Harvest Regional Food Bank products in a residence or unapproved facility.
5. Taking Harvest Regional Food Bank products for your own personal use.
6. Using Harvest Regional Food Bank products in any manner not related to the tax-exempt purposes of the program.
7. Stockpiling Harvest Regional Food Bank products in amounts not commensurate with your level of distribution.
8. Transporting, refrigerating, or storing Harvest Regional Food Bank products improperly.
9. Violating any federal, state, or local statute, ordinance, code, regulation, or law.
10. Breaking the agreement between your agency and Harvest Regional Food Bank.
11. Failing to pay fees in a timely manner.

VIII. Suspension & Termination

An agency may be suspended from participation in Harvest Regional Food Bank programs if found to be in violation of any of the above. Suspension may be 30, 60, or 90 days in duration. Suspension may completely exclude the member agency from accessing supplies or may limit the types and amounts of supplies that the affected agency may access. A suspended agency will be notified in writing of the reasons for suspension and the details of how the agency may successfully restore their agency status.

An agency may be terminated from participation in Harvest Regional Food Bank programs if the agency is found to be in violation of any of the above. An agency so affected will be notified in writing of the reasons for termination. The agency will not be eligible for membership reinstatement.

If representatives of a suspended or terminated agency believe the agency has been unjustly treated, they may appeal the decision to Harvest Regional Food Bank's Board of Directors by submitting a request in writing within 10 working days from the date of the notice of suspension or termination. If a terminated agency's circumstances change, the agency may re-apply for membership.

IX. Appendix

WHAT DO ALL OF THE DATES MEAN?

There is a lot of confusion about the dates on food packaging. Unless a date is accompanied by the words “Expires By” or “Expiration Date”, then the date is **NOT** an expiration date. See below for the most commonly used phrases for food product dating.

“Sell By” Date Last day the product is recommended for display on a supermarket shelf. This product is still good to eat past this date!

“Best If Used By” Date Indicates how long the product will maintain best quality or flavor. This food is still safe to eat after this date, although it may have a slight taste or texture change.

“Use By” Date Indicates the last date suggested for use of the product in terms of quality or freshness.

“Coded” Date Indicates a date on which the product was packaged.

IX. Appendix

**Shelf Life Determination Table Rules of Thumb for Products that have Passed “Use By”
Date***

Item	Time Past “Use By” Date
Low acid jars and bottles	6 months
High acid jars and bottles	1 year
Canned Goods	2 years
Sealed dry goods (beans, rice, pasta, etc)	1 year
Candy, cakes and cookies	6 months
Crackers and cereals	1 year
Fresh bread and rolls	2 weeks
Refrigerated dairy products	3 weeks
Refrigerated juices	4 weeks
Frozen baked goods	3 months
Frozen pasta and dough	6 months
Frozen Vegetables	6 months
Frozen Meats	1 year

*Based on information from “The Food Keeper – A Consumer Guide to Food Quality & Safe Handling.” To download a copy, please visit the Arkansas Hunger Relief Alliance website at www.Ar hungeralliance.org or call (501) 399-9999 for more information.

IX. Appendix



MONTHLY AGENCY REPORT

To receive uninterrupted service, please submit a copy of this report each month, even if no product was received from Harvest Regional Food Bank. **This report is due the 1st of each month.** Failure to report regularly may result in your agency being put on hold or suspended from service.

Please report as accurately as possible. Data from this report is necessary for Harvest Regional Food Bank to complete its required reporting to our parent organization and grantors.

MONTH: YEAR: COUNTY:

AGENCY NAME:

NAME OF PERSON COMPLETING REPORT: PHONE:

REPORT ALL SERVICE FOR THE MONTH (Pantry, Commodities, backpacks, etc.)

Total # of Families Receiving food assistance from your program:
 Total # of Individuals Receiving food assistance from your program: ** Fields should all be equal **
 Total # of Families Receiving Help for the First Time This Month:

OF THE INDIVIDUALS REPORTED:

Of Children (0-18)
 # Of Adults (19 to 59)
 # Of Seniors (60 & Over)
 TOTAL INDIVIDUALS
 ** Fields should all be equal **

OF THE INDIVIDUALS REPORTED:

Of African Americans
 # Of Caucasians
 # Of Hispanics
 # Of Native Americans
 # Of Asians
 # Other Races
 TOTAL INDIVIDUALS
 ** Fields should all be equal **

OTHER SOURCES OF FOOD RECEIVED NOT FROM HARVEST

Report total pounds received from other sources: Other Food Banks, Individual Donations, Food Purchased from Wholesales or Retailers, Food Drives Donated to your Organization, Other Retailer or Manufacturer Direct Donations, etc...

Pounds Received:

FOR SOUP KITCHENS/SHELTERS/AND OTHER FEEDING SITES ONLY:

Individuals Served (Total)
 # Dependent Children (0-18)
 # Adults (19 to 59)
 # Seniors (60 & Over)
 # Total Meals Served for the Month (Total Meals = Meals x People Served)
 Average # of Individuals Served Per Day

Complete this form on or after the last day of the month and submit the report to Harvest Regional Food Bank: Mail to: P.O. Box 707, Texarkana, TX 75504 or Fax: (870) 774-1905 or Email: Programs@HRFB.org

IX. Appendix

HARVEST REGIONAL FOOD BANK ORDER FORM

1/7/2022

Fax: (870) 774-1905 or email: Operations@hrfb.org

Agency Name: _____

Date of Order: _____

Phone Number: _____

Pick up Date & Time:

Delivery Date & Time:

24 or 48 Hours Notice Required We require 24 hour notice in advance for picking up orders and 48 hours in advance for Delivering orders to your agency. Call (870) 774-1398 to Schedule Pick up or Delivery Date above.

ITEM #	QTY ORDERED	QTY PULLED	PURCHASED PRODUCT	ITEM DESCRIPTION	Case WT	Price / lb	Total / Case
30-7			CANNED TUNA	48/5OZ CANS PER CASE	20		\$3.80
6-91			COLLARD GREENS	12/14OZ CANS PER CASE	13		\$19.20
29-6			MAC & CHEESE DINNER	24/7.25OZ PKGS PER CASE	12		\$9.24
6-69			SLICED PEARS	24/15OZ CANS PER CASE	21		\$23.86
25-5			UNSWEETENED APPLESAUCE	24/15.5OZ CANS PER CASE	27		\$20.44
28-8			PEANUT BUTTER	12/18OZ JARS PER CASE	16		\$19.52
30-3			CHUNK CHICKEN	24/5OZ CANS PER CASE	11		\$19.47
29-60			SPAGHETTI SAUCE	12/24OZ CANS PER CASE	21		\$21.78
29-80			STROGANOFF DINNER	24/5.6OZ PKGS PER CASE	10		\$16.31
27-83			GRITS	12/24OZ PKGS PER CASE	21		\$20.34
37-14			TURKEY STUFFING	12/5.25OZ PKGS PER CASE	6		\$13.17
25-1			PEACH HALVES	24/15OZ CANS PER CASE	28		\$19.00
16-35			SHELF STABLE MILK	12/33.8OZ JUGS PER CASE	29		\$20.01
29-92			SPAGHETTI RINGS	12/15OZ CANS PER CASE	13		\$9.88
37-1			GRAPE JELLY	12/19OZ BOTTLES PER CASE	16		\$14.24
17-61			RED BEANS & RICE	12/15OZ CANS PER CASE	14		\$12.18
29-30			CHILI W BEANS	12/15OZ CANS PER CASE	14		\$13.86
26-6			CARROTS	12/15OZ CANS PER CASE	13		\$9.62
29-63			LASAGNA DINNER	24/5.6OZ PKGS PER CASE	10		\$16.31
27-84			CHICKEN STUFFING	12/5.25OZ PKGS PER CASE	6		\$13.17
24-59			DRY PINTO BEANS	24/1LB BAGS PER CASE	24		\$22.15
29-31			PANCAKE MIX	15/16OZ PKGS PER CASE	16		\$13.56
37-12			CORN MUFFIN MIX	15/16OZ PKGS PER CASE	16		\$14.35
25-6			CANNED YAMS	24/15OZ PKGS PER CASE	25		\$25.06
26-6			CUT GREEN BEANS	24/15OZ PKGS PER CASE	27		\$22.47
6-93			CANNED TURNIP GREENS	12/14OZ CANS PER CASE	13		\$19.20
37-3			STRAWBERRY JELLY	12/19OZ BOTTLES PER CASE	16		\$14.38
7-90			CANNED HAM	8/16OZ CANS PER CASE	9		\$26.50
29-32			CHEESY TUNA DINNER	24/5.3OZ PKGS PER CASE	9		\$9.18

COST PER WEIGHT ITEMS

ITEM #	QTY ORDERED	QTY PULLED	CONDIMENTS/DRESSINGS/SPICES	ITEM DESCRIPTION	Case WT	Price / lb	Total / Case
			MEALS/VEGETABLES				
17-72			RICE	15/2LB BAGS PER CASE	30	0.19	\$5.70
17-72			TRADITIONAL WHITE RICE	1/25LB BAG	25	0.19	\$4.75
17-72			RICE	1/50LB BAG	50	0.19	\$9.50
17-72			LONG GRAIN RICE	12/2LB BAGS PER CASE	24	0.19	\$4.56

COST PER WEIGHT ITEMS

ITEM #	QTY ORDERED	QTY PULLED	CONDIMENTS/DRESSINGS/SPICES	ITEM DESCRIPTION	Case WT	Price / lb	Total / Case
			FROZEN				
			SNACK FOODS/COOKIES/CRACKERS/CEREAL				
			BEVERAGES				
1-1			MIXED GATORADE	ASST TO BE WEIGHED		0.05	
1-1			MIXED SODA DRINKS	ASST TO BE WEIGHED		0.05	
1-1			MIXED BOTTLED WATER	ASST TO BE WEIGHED		0.05	
			NON-FOOD				
1-1			NEW JUICE BOXES - VERY STRONG	14 x 12 x 12 25 PER BUNDLE			\$8.50
1-1			ASSORTED HYGIENE ITEMS	BY THE CASE		0.19	
			MIXED BOXED ITEMS				
1-1			MIXED CAN GOODS - BOXED	All can goods assorted		0.19	
1-1			MIXED DRY GOODS- BOXED	All dry goods assorted		0.19	

Remember... 24 or 48 Hours Notice Required - You Must Call 24 hours in Advance to Schedule Your Pickup & 48 hours for Deliveries (870) 774-1398