

# Member Agency Manual

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Abilene, Texas 79603**

**Office 325.695.6311  
Office Facsimile 325.695.6827  
Shopping Facsimile 325.695.3948**

**[www.fbwct.org](http://www.fbwct.org)**

## *Welcome, Member Agency Partners*

*Welcome to the Food Bank of West Central Texas. We are pleased to have your agency join our network. Nearly 200 agencies work hand in hand with us to alleviate hunger in West Central Texas.*

*Since 1983 the Food Bank of West Central Texas has existed to address the critical issue of hunger in our area. Concerned citizens secured donations of surplus unmarketable, but wholesome, foods and grocery products for re-distribution. Several thousand pounds of food were disbursed that first year. In 2017 5 million pounds were distributed. This was possible with the help of our member agency pantries and food programs just like yours.*

*There is much work to do in our thirteen county region. In Brown, Callahan, Coleman, Comanche, Eastland, Fisher, Jones, Mitchell, Nolan, Runnels, Shackelford, Stephens, and Taylor counties 52,000 of the 300,000 person population live in poverty.*

*Thank you for your willingness to be a part of the solution.*

*Our Food Bank staff members are ready to assist you in your endeavor and look forward to hearing your insights into our work as well. We are truly partners. Our normal office hours are Monday through Thursday 8 am to 4 pm and Friday 8 am to 3 pm. Shopping hours Monday through Friday from 8 am to 2 pm.*

*Ronnie C. Kidd*  
Chief Executive Officer

*Summer Menchaca*  
Director of Programs

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# FBWCT Staff Directory

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*Damon Whisenhunt*

Warehouse



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## AGREEMENT BETWEEN FOOD BANK OF WEST CENTRAL TEXAS AND PARTICIPATING NONPROFIT CHARITABLE ORGANIZATION

Whereas, the Food Bank of Abilene, Inc., DBA Food Bank of West Central Texas (FBWCT) is a Texas nonprofit corporation engaged in the storage and distribution of food and household and health items (here-in-after etc. items) to nonprofit charitable organizations servicing the needy in the West Central Texas area and:

Whereas, the below named client service organization (here-in-after Applicant) is a Texas nonprofit organization desiring to work toward the reduction and elimination of hunger and malnutrition in the West Central Texas area and:

Whereas, Applicant desires to receive distribution of foods and etc. items from the Food Bank of West Central Texas, for redistribution to the people it serves.

The Member agency Agrees to Comply with the following requirements of the Food Bank of West Central Texas (FBWCT). The Member Agency must:

1. Applicant is a nonprofit organization which has received a written letter from the Internal Revenue Service to the effect that it is an organization described in Section 501(c)(3) of the Internal Revenue code of 1954 as amended (here-in-after Code) which is exempt from federal income taxation by virtue of section 501(A) of the code and which is not a private foundation, by virtue of the application of Section 509(A)(1), (2), or (3) or the Code or an operation foundation as defined by Section 4942(J), (3) or the Code.
2. Applicant shall distribute the food received from the Food Bank only to the needy, ill, and infants (children under age 18). It shall not exclude individuals based on race, sex, color, national origin, age, political belief, religion, or disability within their own program guidelines for determining client eligibility for the receipt of food. Neither shall the agency refuse food to a person who is needy, ill, or an infant based on attendance at any lecture, presentation, or religious service.
3. Applicant is an established client service organization functioning as a distribution center, which solicits and receives contributions of food and etc. items. It is understood that the daily maximum amount of food and etc. items from FBWCT shall vary and that the Applicant shall have the option of choice by items and quantities to maximum. It is also understood that FBWCT shall function only as a supplemental source of food etc. items and shall at no time be or become the exclusive or primary source of supply of food and/or etc. items to Applicant.
4. Applicant shall not sell, require, or receive interchange for the transfer or use of any food and etc. items supplied by FBWCT, any money, property, or service whatsoever. If a food recipient wishes to make a donation, donations must be anonymous and truly voluntary. No one may be refused food or other items for failure to make a donation. Product may not be transferred to another organization. Member agency must agree to immediately contact the FBWCT in case of damage, loss, or theft of product. All food and etc. items received from FBWCT shall be used only in the manner that complies with the provisions of section 170(E), (3) of the Code and the treasury regulation promulgated thereunder as the same may be amended from time to time.

5. Applicant is a separate, distinct, and independent entity maintaining separate and distinct physical facilities, independent management, and Board of Directors and possessing distinct charitable and tax-exempt status pursuant to Federal, State, and Local laws. Applicant shall at no time represent itself to food donors, to the public or to any Federal, State, Local government or agency thereof as being a part of or associated in any way with FBWCT other than as a Client Service Organization and as a permissive recipient of food and etc. items. Applicant shall not function under any name or distribute any material of any kind that represents or identifies Applicant as being associated in any way with FBWCT other than as a Client Service Organization and as a permissive recipient of food and etc. items.
6. Applicant has obtained all necessary governmental or other regulatory license, permits and authorizations from the State of Texas and/or of a food service and/or distribution establishment, for the solicitation of charitable contributions, and further, is duly registered as a nonprofit charitable organization with the Texas Attorney General. There are no proceedings pending or threatened, which may result in the revocation, cancellation, suspension, or material adverse modification of any such licenses, permits, or authorizations. Applicant shall immediately notify FBWCT of any changes affecting its status as a nonprofit charitable trust under the laws.
7. Applicant shall immediately notify FBWCT of any changes affecting its status as a nonprofit charitable trust under the laws of the State of Texas, the status of any of its licenses, permits, or authorizations to serve or distribute food or the status of its license to solicit charitable contributions.
8. Applicant assumes full responsibility for all food and etc. items received from FBWCT at the time of loading at FBWCT's warehouse to its own facilities at its sole cost, use, risk and expense and shall further provide and maintain adequate refrigeration and storage facilities to insure the integrity of the food and etc. items until used or redistributed to include food handling procedures and an effective ongoing pest control program.
9. Applicant warrants that all food received from or through FBWCT will be inspected upon pickup at FBWCT's warehouse and any items found to be unfit for human consumption or use shall be immediately returned to FBWCT and shall not be served or distributed. All food order sheets must be kept in applicant's file for at least three years and ninety days (This is a requirement established by Second Harvest and USDA).
10. All food and etc. items received from or through FBWCT shall be accepted in "as is" condition. No warranty, or any kind whatsoever, is made or given by FBWCT or the original donor with respect to any items of food hereby expressly disclaim any express warranty, implied warranty of merchantability of warranty of fitness for a particular purpose in connection with the transfer of food and etc. items.
11. Applicant hereby releases both the original donor and FBWCT from any liability, loss, damage, or claim of any kind whatsoever of the quality of any item of donated food and etc. items. Applicant further agrees to indemnify and hold harmless FBWCT and the original donor from and against any liability, damage, loss, claim, or cause of action, or any kind whatsoever, whether at law or in equity, arising out of or based upon any act of applicant, its employees, agent or undefended contractor in connection with the storage, maintenance, transportation, use of distribution of any item of food and etc. items, received from or through the FBWCT.
12. Applicant agrees to support the operation of FBWCT by paying the Annual Client Service fee (\$25 to be billed on Agency's anniversary date). The Applicant also agrees to pay the per pound shared maintenance fee as fixed by the Board of Directors of the FBWCT, at the time the food and etc. items are picked up at the warehouse. Applicant with an unpaid shared maintenance fee may be denied additional food and etc. items from the FBWCT until that fee is reconciled.
13. Applicant agrees to submit a monthly agency activity report to the FBWCT within ten (10) calendar days after the end of each month for which the report is complete. Applicants which do not submit

the reports in a timely manner may be charged a late monthly fee and may be denied food and etc. items until the report is submitted.

14. Any agency shall distribute all food and etc. items received from or through the FBWCT only from the distribution site approved by the FBWCT.
15. Applicant will maintain food storage facilities that meet Health Department requirements, including dry, frozen, and/or refrigerated storage.
16. It is understood that FBWCT will rely on those warranties, representations and agreements by Applicant and that any breach of warranties, representations and agreements herein contained shall constitute good cause for immediate termination of distribution of food and etc. items to Applicant. FBWCT hereby disclaims any and all responsibility for the actions, representations, management or activities of Applicant and reserves the right to terminate food and etc. items distributed to Applicant at any time that the Board of Directors of FBWCT shall in their sole discretion, deem such termination to be in the best interest of FBWCT. The execution of this application has been duly authorized by the Board of Directors, of the Applicant and the warranties, representations and information contained herein is hereby declared to be true and correct in all respects.
17. Failure to adhere to all of the requirements stated in the "Operation Requirements for all Client Organizations" may result in ineligibility to remain as a client member of FBWCT.

\_\_\_\_\_  
FBWCT Executive Director                      Date

\_\_\_\_\_  
Organization Director                      Date

\_\_\_\_\_  
FBWCT Representative                      Date

\_\_\_\_\_  
Food Program Director                      Date

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FOOD BANK OF WEST CENTRAL TEXAS  
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E-Mail: summer@fbwct.org  
www.fbwct.org

\_\_\_\_\_  
Organization

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
City                      State      Zip

\_\_\_\_\_  
Physical Address (if different)

\_\_\_\_\_  
City                      State      Zip

# Organization Overview

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## Our Mission

***The Food Bank of West Central Texas will procure and distribute nutritious food to qualified agencies that feed the hungry of our area.***

## Service Area

A network of charitable organizations dedicated to feeding the hungry in 13 Texas counties, (Brown, Callahan, Coleman, Comanche, Eastland, Fisher, Jones, Mitchell, Nolan, Runnels, Shackelford, Stephens, and Taylor) distribute food to the hungry, ill, and needy of the Big Country.

## Funding

The Food Bank of West Central Texas receives funding from a variety of sources including grants from private and public foundations, corporations, citizens, and government contracts. The Food Bank also receives funding from ***United Way of Abilene*** and is recognized as an ***Honor Agency***. These funds are not only used for food bank daily operations, but in the support of food purchases and programs.

## Product Distribution

A member agency may pick-up product from the Food Bank of West Central Texas during normal distribution hours: Monday – Friday from 7 a.m. to 2 p.m..

## Volunteer Opportunities

Volunteers play a very important role at the Food Bank. In the last year, the Food Bank of West Central Texas logged over 17,000 volunteer hours.

### Volunteer Hours

Monday – Thursday	8 a.m. – 4 p.m.
Friday	8 a.m. – 3 p.m.
Saturdays	By appointment only

## Scheduled Closings

The Food Bank is closed for the following observances:



# Organization Overview

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New Year's	January 1
Good Friday	Friday before Easter Sunday
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day	Last Thursday in November
The day after Thanksgiving	Last Friday in November
Christmas Day	December 25
The day before or after Christmas	TBA
Quarterly Inventory	TBA

## Civil Rights

The Food Bank of West Central Texas participates in the TEFAP Program (The Emergency Food Assistance Program) of the Health and Human Services Commission. Since TEFAP is one of the **Special Nutrition Programs** of the USDA, we are required to provide Civil Rights Training for each of our member agencies. It is mandatory this material be covered annually. Included with this manual is a study guide, the **Civil Rights for the Special Nutrition Programs**. All key volunteers and staff members involved with distributing food must complete the study annually. Your agency should document the training of your staff and volunteers, a form is provided in the appendix. The study guide is offered in both English and Spanish. This training is done in November by the Director of Agency Relations

Additionally, as a participating organization in the TEFAP Program, your agency is required to display the **Justice For All** poster.

## Civil Rights Disclaimer

The Food Bank of West Central Texas operates in accordance with the U.S. Department of Agriculture and Texas Health and Human Services Commission policy, which prohibits discrimination on the basis of race, color, sex, age, disability, or national origin.

# Organization Affiliations

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## **Feeding America**

The Food Bank of West Central Texas is a certified member of Feeding America, the national food bank network. Feeding America, the largest charitable source of food in the nation, solicits food and grocery products from national suppliers for distribution through its more than 200 certified food banks nationally. Feeding America provides food banks with operational standards, training, support, and inspection, and assists in educating the public and government officials about the nature and solutions to the problem of hunger in the United States.



## **Feeding Texas (formerly Texas Food Bank Network)**

The Texas Food Bank Network is a private, non-profit organization uniting all Food Banks in Texas that are affiliated with Feeding America. Established in 1986, TFBN seeks to strengthen the cooperation between Food Banks, creating a single but powerful voice on hunger in Texas. TFBN is a multi-purpose organization and works to: coordinate statewide resources of product; facilitate and coordinate the transportation and product transfer between Food Banks; collaborate with other statewide and national organizations on anti-hunger related issues; develop and implement education and training programs.

# Good Samaritan Food Act

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On October 1, 1996, President Clinton signed the Bill Emerson Good Samaritan Food Donation Act to encourage donation of food and grocery products to non-profit organizations for distribution to needy individuals. The Act protects individuals from civil and criminal liability should the product donated in good faith later cause harm to the recipient.

It is the policy of Food Bank of West Central Texas to comply with Good Samaritan Food Donation Act. Compliance with the Act is a shared responsibility of each food bank employee, agency partner, and volunteer. To ensure compliance with the Act, immediately notify staff if you observe any of the following:

1. Food that does not appear wholesome or fit for consumption because of age, freshness, contamination, or insect infestation.
2. Containers that have been opened or appear to have been tampered with.
3. Canned goods that are leaking, swollen, badly dented, or no longer airtight.

Your assistance with insuring that all food items are wholesome and fit for distribution is essential to the operation of Food Bank of West Central Texas.

# Membership Requirements

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## Membership Standards

1. The member organization must be a tax-exempt non-profit organization as determined by the IRS under section 501(c)(3). A copy of IRS *Letter of Determination* must be on file at the Food Bank.
2. The member organization applicant must have been providing food service or assistance for at least three months prior to the date of application and have the records to verify the distribution to the needy, ill or children. Records must include the number of families and/or individuals assisted each month during the 3 month pre-application period.
3. The member organization must demonstrate the financial ability to contribute the shared maintenance fee for product received from the Food Bank, thus sharing in the cost of operating the Food Bank; and must be able to pay the annual membership fee of \$25.
4. Representatives of the member organization must attend the initial orientation meeting and other meetings or trainings as required by the Food Bank.
5. The member organization must maintain current information at the Food Bank office. Review the ***Change of Information*** form at least quarterly and report significant changes.
6. The member organization must inform the Food Bank of all changes utilizing Food Bank product. Product may only be used for the program(s) for which the member agency is approved. Changes in use of product must be addressed by Agency Relations personnel and must be approved by the Food Bank's Board of Directors
7. Member organizations participating in Food Bank of West Central Texas programming (i.e. Kid's Café) is responsible for submitting all required documentation, reporting tools, financial documents, etc. as specified for each program.
8. The Food Bank reserves the right to review, amend, suspend, or terminate any program or member organization that is found in non-compliance with the policies and procedures of Food Bank of West Central Texas, America's Second Harvest, or the United States Department of Agriculture.
9. The member organization must provide food directly to low income individuals or families as defined by the TEXCAP guidelines of 185% of federal poverty levels in the form of prepared meals or food boxes as an ongoing part of its program.
10. The member organization must have adequate refrigeration and storage area for Food Bank product. They must use appropriate food handling procedures and maintain an effective pest control program.

# Membership Requirements

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11. Member organizations providing food assistance must visibly post the hours of operation outside the facility (example: Monday 10:00 a.m. until noon). You may distribute food at other times by referral or on an emergency basis.
12. Members must have “written” guidelines for all recipients. What you do for one you must do for all. Determine in advance what you are able to do. Months with five weekends are difficult for families on food stamps and the elderly on fixed incomes.
13. Food Bank product must be used solely for the purpose of feeding the needy, ill or children. It cannot be used for fundraising, sold, transferred, bartered, or offered for sale in exchange for money, property, or services, or otherwise allow the product of reenter commercial channels.
14. Member organizations serving cooked meals must have a current health certificate issued by the local public health authority. One staff person must be trained in food handling and safety (available through the county extension service). Current documentation must be provided to the Food Bank.
15. Member organizations providing services to fee paying clientele will be accepted as Food Bank members if at least 51% of the clientele are needy. A reasonable form of documentation is required.
16. The member organization agrees to abide by all donor restrictions placed on all products.

## **Annual Agreement**

Member agency agreements are automatically renewed each year. Agency accounts are automatically billed the \$25 annual membership fee on the anniversary date. Each year as it comes time for the agency’s recertifying monitor visit, the Food Bank’s Agency Relations representative will ask the Organization’s Director to sign a new Membership Agreement. This ensures a signed agreement with the current agency Director. Either party may cancel membership with 30 days notice prior to the annual billing. There will be no refunds of unused membership fees.

All Member Agencies are expected to abide by the rules and regulations specified in the Membership Agreement and the Member Agency Manual. The key people in your organization should be familiar with both the contract and the requirements. Failure to comply with food bank requirements may result in loss of food bank membership.

# Membership Requirements

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## **Monitor Visits and Re-Certification**

Annually an Agency Relations representative of the Food Bank will visit your agency. They are required to ensure the high sanitation and safety standards we are committed to are upheld. They will also seek a deeper level of dialog between the agency and the Food Bank. They must verify compliance to the established policies and procedures of the USDA, Feeding America, and the Food Bank of West Central Texas. It also gives the agency staff and volunteers a chance to “show off their pride and joy”.

Further, the visit ensures the Food Bank possesses accurate agency information so it can submit correct reports to its overseeing organizations. Please be flexible in scheduling these visits.

The information gathered during the visit will be recorded on a standard monitoring form very similar to the original form used to qualify your organization for approval. The monitoring occasion provides an opportunity for someone from Agency Relations to take time with your organization, learn about your programs, and answer any questions you might have. It is a time for two-way dialogue on how the relationship can be enhanced.

Know also, Agency Relations must respond to every complaint and document their findings. Unannounced visits will be rare. The goal is always to improve communication and quality of service.

## **Program Responsibilities**

Each Member Agency and its representatives are responsible for the material contained in this manual and all other manuals used by your agency in conjunction with our programming. Training on this material is offered to new agencies and is reviewed as needed at the annual agency conference. It is expected that all agency staff and volunteers will be trained in this material, and that new staff and key volunteers will be trained as soon as possible.

## **Annual Training Conference**

Attendance and participation in the Annual Agency Conference is required of all agency partners. Agencies are encouraged to submit requests for topics of instruction and dialogue. The conference is also a great place to network with fellow agencies. Agencies that do not attend the conference may be subject to a non-attendance fee and/or loss of shopping privileges. Representatives may be designated to attend.

# Membership Requirements

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## **Types of Member Agencies**

### **PANTRY**

A pantry provides emergency food to needy families to prepare and eat off the premises. Pantries are encouraged to provide a 5-7 day supply of food for an individual or family.

### **ON-SITE FEEDING**

An on-site feeding program provides a full meal to needy individuals for consumption on-site. On-site feeding programs provide services in a variety of settings: soup kitchens, homeless shelters, day care facilities, after school programs, senior nutrition sites, battered women's shelters, residential treatment centers and family shelters.

### **SUPPLEMENTAL FEEDING**

A supplemental feeding program serves snacks for consumption on-site. Service sites include: Boys and Girls Clubs, YMCA's, neighborhood groups and after school programs.

Your membership specifies the category or categories of service your organization has been approved for by the Food Bank. A member agency may be a PANTRY program only, or an ON-SITE program only, or a SUPPLEMENTAL FEEDING program only, or some combination such as a PANTRY program and an ON-SITE FEEDING program. Please do not engage in any food dispensing activity for which you have not been approved.

# Membership Policies

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## MEMBER AGENCY ACCOUNT

Each member agency shares in the cost of operating the Food Bank by paying a “Shared Maintenance Fee” contribution for product received from the Food Bank. The current fee is sixteen cents per pound and may be revised at the discretion of the Food Bank’s Board of Directors and America’s Second Harvest.

The Member Agency Agreement, signed by the agencies Director, states that the agency agrees to pay all account balances within 30 days of the statement date. In order to help all our agency partners assist the most people, we must insist on compliance with this policy.

The Food Bank is only able to accept cashier’s checks, money orders or checks drawn on the sponsoring 501(C)(3) organization or church. For your convenience, we offer a variety of ways you can pay your food bank account.

1. Pay at each pick-up (Your organization check only)

**(New agencies must pay at pick-up for the first three months)**

2. Send payment in response to each invoice received.
3. Send payment in response to the end of month statement your agency receives.

**The Food Bank expects timely payment of your bill. It is important that all accounts be kept current. If an agency account becomes 30 days overdue, the agency will be placed on HOLD and will be unable to order food from the Food Bank until the account is paid in full.**

**If the Food Bank receives a returned check, the agency will be contacted. Repayment should be in the form of a money order or cashier’s check. A \$25 returned check fee will be applied to the account.**

If you have any questions concerning your account please contact the Office Manager at 325.695.6311.



# Membership Policies

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## RECORD KEEPING

### General Record Keeping

As a member of the Food Bank of West Central Texas you are required to keep certain records:

- ✓ Documentation that clients are truly needy as per the TEFAP Guidelines. Clients must be re-qualified annually. Contact Agency Relations for detailed instructions on completing the TEFAP Household Application, Form H1555. These records must be kept confidentially and maintained securely (**must retain applications for three years**).
- ✓ All Food Bank invoices must be kept by the member agency for three years. All invoices must have two signatures, verifying goods received during pick-up and goods delivered to the agency's storage facility. Signatures are affixed after items are verified as present.
- ✓ A current Food Bank of West Central Texas Member Agency Agreement.
- ✓ A current professional pest control contract.
- ✓ A current Health Certificate – Only if your organization is an on-site feeding program.
- ✓ Certified Food Handler's Certificate for staff preparing food for residential or congregate feeding.
- ✓ Temperature logs for each piece of refrigeration in use. A combination refrigerator/freezer unit will require two thermometers.

Freezers should be kept at 0°F or below.

Refrigerators should be kept between 34°F. and 40°F.

# Membership Policies

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## Monthly Reports

The Food Bank requires all member agencies to submit a monthly agency activity report. The report is short and relatively easy to prepare. There are two different reports – one for Pantries and one for any Feeding programs. Your daily logs will provide the information you need for reporting the number of meals or persons served.

The easiest way to keep up with your monthly report is to mark your calendar “MONTHLY REPORT DUE” at the end of each month. You have until the 10<sup>th</sup> of the following month to turn in your report. After the 10<sup>th</sup> the report is considered late, and your agency will be placed on HOLD for up to 24 hours after the report is received. **Repeated delinquent reports compel remedial action. Noncompliance could ultimately result in suspension or termination.**

The monthly report data is very useful to the Food Bank for our program planning and getting the word out about hunger in West Central Texas. Preparing monthly agency reports is a simple thing to do once you get in the habit. The information is also helpful in promoting your agency’s hard work. They assist you to generate reports of the numbers served by your program to your volunteers, funding sources, board of directors or congregation.

The Food Bank in turn reports these numbers to America’s Second Harvest and USDA. The need and poverty level are factors used in calculating the percentage of food that the Food Bank receives from these organizations.

## Product Recall

If there is a possibility that something may be wrong with a product, the Food Bank may recall that product. Our computer system can produce a listing of all agencies that received a particular product. However, to find out where a product went after it left the food bank, we must rely on your agency’s daily records. This is one of the many reasons why it is important for your agency to keep accurate detailed records.

# Membership Policies

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## Grievance Procedures

### Agency/Food Bank Grievances

If your agency has a complaint or experiences a problem with the Food Bank of West Central Texas, please telephone the Food Bank's CEO to discuss the details of the grievance. The CEO will make every effort to resolve the matter, if that is not possible, he/she will present the matter to the Chairman of the Food Bank's Board of Directors. One of the following will take place:

- a. The Chairman will issue a decision and the CEO will notify the agency of the decision.
- b. The Chairman will call a meeting of the Executive Committee of the Food Bank's Board of Directors. The committee will make a decision and the CEO will notify the agency of the decision.

Whatever the Chairman or the Executive Committee of the Board of Directors decide is the **final** word.

### Citizen/Agency Grievances

If a citizen in your service area has a grievance with your agency they have the opportunity and obligation to contact the Food Bank of West Central Texas and file a complaint. The CEO or the Agency Relations representative will record the complainant's information and contact your agency to gather additional information. Our objective and obligation is to ensure proper procedures are followed, civil rights are not violated, and equitable treatment is afforded to all. After a reasonable deliberation the Food Bank will contact your agency concerning any necessary policy or procedure changes. If your agency is not found in any wrongdoing the Food Bank will contact the complainant and provide them an explanation. Your agency will also receive a written response stating the outcome of the Food Bank's investigation reiterating any necessary changes to policy or procedures.

We ask for your patience and cooperation as we seek to resolve all misunderstandings and disagreements.

# FBWCT Programs

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***The Food Bank's programs are designed to help member agencies as well as directly serve the hungry and needy.***

## **BackPack Program**

In December 2006, the Food Bank initiated its first ever BackPack Program at College Heights Elementary School. We received 30 donated backpacks from a youth group in Clyde. Since we had wanted to implement the program for some time, we scrambled for enough funding to purchase kid-friendly foods to fill these 30 packs. It cost about \$3.50 then to fill a backpack for a week, but with the huge increase in cost of groceries, we spend closer to \$5.00 currently. Since starting the program with 30 backpacks, we now serve 56 sites, totaling over 900 kids. We received a grant from The Beaumont Foundation which allowed us to expand the program. We depend on donations from individuals, foundations, and corporations to sustain the program.

The program provides backpacks filled with food that is child friendly, nonperishable, and easily consumed. Backpacks are discreetly distributed to children on Friday afternoons or before holiday vacations.

## **Monthly Reports**

The Food Bank requires all backpack programs to submit a monthly backpack activity report. The report is short and relatively easy to prepare. Your daily logs will provide the information you need for reporting the number of children served.

The easiest way to keep up with your monthly report is to mark your calendar "MONTHLY REPORT DUE" at the end of each month. You have until the 5<sup>th</sup> of the following month to turn in your report. After the 5<sup>th</sup> the report is considered late, and your program will be placed on HOLD for up to 24 hours after the report is received. **Repeated delinquent reports compel remedial action. Noncompliance could ultimately result in suspension or termination.**

The monthly report data is very useful to the Food Bank for our program planning and getting the word out about hunger in West Central Texas. Preparing monthly backpack reports is a simple thing to do once you get in the habit. The information is also helpful in promoting your program's hard work. They assist you to generate reports of the numbers served by your program to your volunteers, funding sources, board of directors or congregation.

The Food Bank in turn reports these numbers to Feeding America and USDA. The need and poverty level are factors used in calculating the percentage of food that the Food Bank receives from these organizations.

# FBWCT Programs

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## **Rural Delivery**

The Food Bank can do limited delivery to rural areas. Contact the Warehouse Manager at 325.695.6311 for details.

## **Operation Stock-Up**

This is an opportunity for agencies to volunteer at the Food Bank and earn credit for their service. Contact the Volunteer Coordinator at 325.695.6311 for details. In order to prevent preferential treatment for any Member Agency of the Food Bank, volunteers are not allowed to shop for their own agency (or other agencies) during volunteering for credit hours.

## **Mobile Food Pantry Program**

The Mobile Food Pantry Program delivers staple items to communities throughout the West Central Texas area. The food bank delivers food at no cost to the sites, each of which provides the facility, a site coordinator and volunteers who distribute the food.

# O.S.P. Procedures

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## Ordering

The shopping list is updated weekly and is most easily accessed on the Food Bank's web site at [www.fbwct.org](http://www.fbwct.org). Although on-line ordering is not yet available, agencies can print off the list from our web site and fax the Food Bank their order.

For those agencies without web access the Food Bank will, upon request, fax a shopping list each Tuesday. Agencies can then fill out their order and fax it back to the Food Bank.

Please keep in mind when faxing an order:

- ✓ **Allow 24-hours for orders to be processed.** This will allow the Food Bank staff time to pull your order and have it ready when you arrive.
- ✓ **Please be sure to print very clearly so the staff can read your request.** You may call to confirm that your fax was received. The warehouse fax number is (325) 695-3948. All orders should be faxed to this number.
- ✓ **When faxing your order, please fill in a pick-up date.** The Food Bank can hold orders for a couple of days, but any longer will require the agency to call and talk with warehouse staff to make special arrangements. Be sure and call if you cannot pick up your order when scheduled.

# O.S.P. Procedures

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## **Shopping**

Agencies may pick up additional items in the shopping area. This is food received from food drives, HEB reclamation and other sources. These items are not in case lots, and are not on the shopping list. The items change frequently. Most of the items are at 19 cents or less per pound shared maintenance fee. Dairy, and bakery items are distributed with no shared maintenance fee.

Shoppers may select items from the shelves in the shopping area and from the #1 cooler where bread, pastries, dairy, and vegetables are stored.

**Shoppers must not select items from pallets outside the shelved shopping area!**

**Additionally, shoppers are not permitted outside the designated shopping area without staff escort!**

**The shopping area closes at 2 p.m. sharp.**

Do not arrive to shop later than 1:30 p.m. The food bank staff has to prepare for the upcoming day, and is unavailable for processing orders past 1:45 p.m.

# O.S.P. Procedures

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## Product Pick-up

Please park in the fenced parking lot on the east side of the food bank. **Do not pull up to the loading dock** until you have signed your invoice and staff indicates that your order is ready to be loaded.

1. If you have not faxed in your order, you will need to fill out the shopping list upon arrival at the food bank. Locate a blank order form at the warehouse desk. Complete your order and place it in the file holder on the warehouse desk. Staff or volunteers pull orders first-come, first-serve. While waiting for your order, you may get a shopping cart and select items off the shelves, or perishables out of the coolers. **Staff must pull freezer items** (these items will be on the shopping list).
2. When you finish shopping, staff will weigh your selections and add them to the shopping list items. The shopper will be asked to sign the total invoice. If your agency leaves the Food Bank without signing the invoice, the Food Bank will be unable to make any adjustments to your account. (Remember that these invoices must be retained three years). The shopper will also be given a second invoice copy to take back to your agency.
3. Staff will ask you to pull your vehicle to the loading dock. Please **double check your order as it is loaded into your vehicle** to ensure you received everything you are charged for.
4. **A SECOND PERSON IS REQUIRED TO CHECK IN YOUR ORDER AND SIGN THE INVOICE WHEN YOUR SHOPPER ARRIVES AT YOUR FACILITY, TO DOCUMENT THAT THE ENTIRE ORDER WAS RECEIVED AT THE AGENCY.**



# Transportation

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## Best Practices

- ✓ **Your vehicle must be clean and safe.**
- ✓ **When transporting fresh produce, chilled and frozen products, remember to keep the product at a safe temperature.**

Bacteria can cause serious illness and even death when left unchecked.

Plan to bring insulated blankets or coolers of sufficient size to transport your chilled and frozen product.

Agencies can purchase Insulated blankets from the Food Bank to use for transporting food.

A limited supply of free ice is available at the Food Bank for the safe transporting of your product on your return trip.

**Warehouse staff will not release these items without acceptable measures.**
- ✓ **Estimate the size of your load and bring a vehicle(s) that can hold all of your order.**

A cargo van can hold 2,000 pounds.

A mini van or regular sized truck can hold 1,000 to 1,500 pounds.

Light items such as chips are very bulky and can take up space. You will need unobstructed vision to drive safely.
- ✓ **Consider the weather.**

In rainy weather, you might need to bring a tarp.

In hot weather, plan on taking the most direct route back so you can get the chilled product back into cold storage as quickly as possible.

## Delivery

Product delivery is available on a limited basis. Delivery is dependent upon the status of the truck, driver, and size of the load. Contact the Warehouse Manager 325.695.6311 for details and availability.

# Warehouse Safety

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***To make Food Bank of West Central Texas a safe, organized, and efficient workplace the following safety rules were established. It is fully expected that all employees, agency partners, and volunteers comply with these safety rules.***

## **Warehouse Safety Guidelines**

- ✓ Enter the warehouse through the loading area access door and check in at the warehouse desk.
- ✓ Children are not allowed in the warehouse. Please arrange to leave children elsewhere when shopping and picking up orders from the Food Bank.
- ✓ The Food Bank is a smoke-free environment and smoking is only permitted in designated areas outside of the building.
- ✓ Closed-toe shoes are required while working or shopping in the warehouse.
- ✓ Power equipment is to be used by qualified staff only.
- ✓ Climbing on equipment, machinery, racks, and pallet stacks is prohibited.
- ✓ Shop only from the salvage area and number 1 cooler. Straying outside these areas is not permitted.
- ✓ Freezer access is exclusive to Food Bank staff.
- ✓ Good housekeeping is essential to accident prevention. Alert staff immediately to any spills or damaged product.
- ✓ Promptly report all unsafe conditions or practices to staff.
- ✓ Follow staff instructions without issue or complaint.
- ✓ Be alert, aware, and careful. This is a warehouse; there are forklifts, cars, and trucks operating in the vicinity.
- ✓ Fork Lift training is provided upon hire by the Warehouse Manager by testing and show of skills.

# Warehouse Safety

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## **Tips for lifting heavy objects**

- ✓ To lift, face the object. Position your feet about shoulder width apart with one foot a shoe length in front of the other. This position makes it easier to keep your back straight, to get up and down and to maintain your balance.
- ✓ Keep whatever you are picking up close to your body. A ten-pound object extended just a few inches away from your body can strain your back.
- ✓ When lifting a heavy object, lift with your legs, using the large muscles in the legs, not the small muscles in the back.
- ✓ Lift a heavy load no higher than your waist, a light load no higher than your shoulders.
- ✓ To turn with an object in hand, pivot your feet, turning your whole body at one time. Do not twist to set the object down. Bend straight down with your knees.
- ✓ Team lifting may be appropriate for some heavy objects. To team lift, have each team member get a secure hold on the object and then lift using the lifting guidelines above. Be sure that each team member communicates clearly.

# Food Storage & Handling

**Food storage areas must provide protection from weather, fire, theft, and pests. Aisles between pallets or shelves must be wide enough to provide easy access for inspection, inventory and pulling of product. Those practices include, but are not limited to:**

**Food Safety (Serv Safe) Training is provided by the Director of Agency Relations or the Warehouse Manager upon hire.**

- ☐ **Store food 6" off of floor.**  
*Utilize pallets, platforms, or shelves.*
- ☐ **Store food 4" from the walls.**  
*For air circulation and pest control.*
- ☐ **Store food 6" from ceiling.**  
*To avoid excessively high temperatures.*
- ☐ **Store non-food items separately.**  
*Toxic items (cleaning and maintenance supplies) must be kept away from food.*
- ☐ **Clean floors, pallets, and shelving regularly.**  
*All areas should be swept and mopped regularly.  
Clean spills immediately.  
Sanitize pallets and shelving regularly.*
- ☐ **Keep doors, windows, and roofs well sealed and secure.**  
*To prevent pest entry and water damage.  
Doors and windows must remain locked when storage area is unattended to prevent unauthorized removal of product.*
- ☐ **Maintain a pest control system.**  
*Have a contract with a licensed pest control service. Pantries must be serviced at least quarterly. A feeding program where food is consumed onsite must receive service monthly.  
Traps and glue boards must be used instead of poison.*
- ☐ **Maintain equipment.**  
*Check freezer and refrigeration units for leaks.  
Follow a schedule to defrost freezers and clean refrigerators.*
- ☐ **Maintain proper temperatures in all storage areas.**  
*Thermometers must be kept in each freezer and refrigerator compartment.  
Dry storage area must be kept between 40° and 80° F.*
- ☐ **Maintain temperature logs.**  
*Check and record freezer and refrigeration temperatures at least twice weekly such as Monday/Friday.*

# Food Storage & Handling

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## Additional “Best” Practices

### ***Dry Food Storage***

- ☐ In addition to the practices outlined previously, dry food and canned goods must be stored away from direct sunlight.
- ☐ Keep non-canned foods (flour, rice, beans, etc.) in rodent proof bins, such as clean metal garbage cans with tight fitting lids.

### ***Cold Food Storage***

- ☐ In addition to the practices outlined previously, refrigerators must be kept between 35° and 40° Fahrenheit. Freezers must be kept below 0° Fahrenheit. Space should be sufficient for good air circulation.

### ***Stacking Product***

- ☐ Limit the height of the stack to prevent food at the bottom from being crushed.
- ☐ Cross-stack cases on pallets to ensure the stack will be sturdy and solid, safeguarding against collapse.
- ☐ Utilize corrugated paper between layers of cans on shelves.

### ***Stock Rotation***

To help assure the quality and freshness of product, the “First In — First Out” (FIFO) practice must be followed. Food must be stored and distributed so that cases with the oldest received date are used first. It is a good practice to date each case of product as it is received, so there will be no doubt which product should be used first.

### ***Damaged Product***

Never take a chance on food that appears unwholesome. Product received from Food Bank of West Central Texas that is contaminated, deteriorated, spoiled, infested, or contains latent defects, such as bulging cans or cans with sharp dents and rust on the seams must be reported to us immediately. Contact *Quality Control* at 325.695.6311.

# Food Storage & Handling

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## Personal Cleanliness

### *What to Wash*

- ✓ Hands
- ✓ Countertops, shelves, and pallets
- ✓ Towels and cleaning cloths

### *When to Wash*

Before:

- ✓ Handling food
- ✓ Preparing food
- ✓ Serving food

After:

- ✓ Handling raw meat
- ✓ Preparing food
- ✓ Serving food
- ✓ Handling dirty dishes or utensils
- ✓ Handling garbage
- ✓ Eating, drinking, or smoking
- ✓ Touching other body parts such as ones nose, mouth, hair and skin.
- ✓ Using the bathroom.

### *Washing Hands*

- ✓ Use antibacterial soap and hot water.
- ✓ Wash for at least 20 seconds (about as long as it takes to sing *Happy Birthday*).
- ✓ Wash between fingers and under nails
- ✓ Dry with a single-use towel.
- ✓ Use a single-use towel to turn off faucet.

**The Emergency Food Assistance Program (TEFAP)**  
**Income Eligibility Guidelines**  
***Pautas de Elegibilidad de Ingresos***  
**July 1, 2024 – June 30, 2025**  
***1 de Julio de 2024 – 30 de Junio de 2025***

Based on 185% of Federal Poverty Guidelines <i>Basado en el Nivel Federal de Pobreza del 185%</i>					
Household Size <i>Tamaño del hogar</i>	Annual Income <i>Ingresos Anuales</i>	Monthly Income <i>Ingresos Mensuales</i>	Twice-Monthly Income <i>Ingresos dos veces al mes</i>	Bi-Weekly Income <i>Ingresos Quincenales</i>	Weekly Income
1	\$27,861	\$2,322	\$1,161	\$1,072	\$536
2	\$37,814	\$3,152	\$1,576	\$1,455	\$728
3	\$47,767	\$3,981	\$1,991	\$1,838	\$919
4	\$57,720	\$4,810	\$2,405	\$2,220	\$1,110
5	\$67,673	\$5,640	\$2,820	\$2,603	\$1,302
6	\$77,626	\$6,469	\$3,235	\$2,986	\$1,493
7	\$87,579	\$7,299	\$3,650	\$3,369	\$1,685
8	\$97,532	\$8,128	\$4,064	\$3,752	\$1,876
For each additional household member, add / Por Cada miembro adicional del hogar, suma:	+\$9,953	+\$830	+\$415	+\$383	+\$192

**INSTRUCTIONS FOR  
FOOD & NUTRITION  
HOUSEHOLD APPLICATION FOR USDA FOODS (H1555)  
THE EMERGENCY FOOD ASSISTANCE PROGRAM**

The *Household Application for USDA Foods* (Form H1555) is an application to qualify households to receive United States Department of Agriculture (USDA) Foods through The Emergency Food Assistance Program (TEFAP). The Texas Department of Agriculture (TDA) administers TEFAP in Texas by contracting with organizations for distribution of USDA Foods.

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CEs or sites should complete the *Household Application for USDA Foods* (Form H1555) when a household initially requests distribution of USDA Foods through TEFAP. Thereafter, CEs or sites should complete this form at least yearly if the household requests to continue TEFAP benefits.

**Notes**

- CE or site may request but must not require proof of information on this form.
- Complete one original per household.
- Keep the original on file.
- Maintain separate records for each household.

Make additional copies as needed or download *Household Application for USDA Foods* (Form H1555) at [www.squaremeals.org](http://www.squaremeals.org). (Choose Programs, The Emergency Food Assistance Program, TEFAP Administration and Forms, then enter the form number in the appropriate search field.)

Retain the applications and distribution records of households for three years following the end of the certification periods corresponding to the documents.

***Exception:** If audit findings, claims, or litigation have not been resolved by the end of the retention period, keep all forms and records until all issues are resolved.*

- Retain records of household denials for three years following the decision date.
  - TDA does not require the CE or site to use *Household Application for USDA Foods* to determine eligibility. Instead, the CE or site can use an alternate form as long as it contains **all** the information that appears on the H1555. CEs may also refer to *TEFAP Handbook*, Section 3, *Managing the Program*, “*Household Application for USDA Foods*.”
- 

**Section 1 — Household Information**

**Name of household member** — Enter the name of the household member applying on behalf of the household.

**Number of household members** — Enter the number of household members for whom USDA Foods are requested.



**Address** — Enter the household's address. CEs or sites may request but must not require proof of address.

**Name of proxy (person given the authority to act on behalf of household)** (optional) — Enter this information if it is applicable. To change a proxy, CEs and sites must collect a written statement from the participant that contains the following information:

1. Participant's name
  2. Proxy's name
  3. Date of proxy change
- Duration of time the proxy designation will be in effect

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## Section 2 — Categorical Eligibility

If a household currently receives one or more of the specific types of assistance listed, mark the appropriate assistance type(s). If the household does not receive any of the assistance types listed, leave the assistance types blank. CEs or sites may request but must not require proof of other assistance.

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## Section 3 — Income Eligibility

**Total gross income** — This information is optional if the household is categorically eligible. (See Section 2.) Enter the total gross income of all household members, as stated by the household, and mark whether the income is received yearly, monthly, or weekly. CEs or sites may request but must not require proof of income.

***Note:** Farmers and self-employed persons may report net income (the amount after business expenses). This net income will be added to the gross income, if applicable, of other household members, to arrive at the total gross income for the household.*

#### Section 4— Household Crisis Eligibility

*Complete Section 4 only if the household is ineligible because of information obtained in Sections 2 and 3.*

Households qualify based on unexpected and unavoidable expenses of a household crisis.

Characteristics of a Household Crisis	Examples of Unexpected Costs of a Household Crisis <i>(The CE or site may define and document other circumstances.)</i>
1. Unexpected 2. Temporary 3. Beyond the household's control	1. Necessary medical treatment of a household member 2. Burial expenses of a household member 3. Uncontrolled loss of employment 4. The repair or replacement, because of a household disaster <sup>1</sup> , of the household's home, home contents, or vehicle

In the space provided, document the cause of the household crisis.

Indicate eligibility and length of certification. (Must not exceed six months.)

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#### Section 5 — Certification

Please ensure the applicant reads the full acknowledgement statement or read it to applicant.

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#### Section 6 — Eligibility or Ineligibility

Indicate eligibility and length of certification. ([Must not exceed one year.](#))

Indicate ineligibility then complete Section 4 if necessary.

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#### Section 7 — Signature and Date

The CE or site's representative must sign and date the form.

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# TEFAP Countable Income & Exclusions

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On May 30, 2008 the Texas Department of Agriculture issued a policy alert clarifying that “rebate checks resulting for the economic stimulus act” must not be considered as income in determining a household’s eligibility for TEFAP assistance.

Income as it is used to determine TEFAP assistance eligibility is defined as:

- regular wages or salary
- net income from nonfarm self-employment
- net income from farm self-employment
- Social Security benefits
- Veteran’s benefits
- Unemployment Compensation
- Worker’s Compensation benefits
- Military allotments
- child support payments
- any regular cash contribution or allowance provided to the household from any source to assist with usual living expenses
- rental property income

However, some household income and/or assistance must not be considered in determining TEFAP eligibility:

- all income of a categorically eligible household (TANF, Food Stamps, Supplemental Security Income (SSI), or Medicaid)
- Vendor payments (money paid directly to a third party on behalf of the household), such as a person who is not a member of the household or an organization paying the household’s rent directly to the landlord
- In-kind assistance (food, clothing, or furniture)
- Earnings of a child (under 18) who resides with the household
- Loans
- Lump sum payments that do not recur (i.e., income tax refunds, security deposit refunds, rebates, insurance settlements, or benefits paid retroactively, such as Social Security or SSI)
- VISTA
- Rebate checks resulting from the economic stimulus act

# Forms Appendix

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**Household Application for USDA Foods / Solicitud doméstica de los alimentos del USDA**

The Emergency Food Assistance Program (TEFAP) / El Programa de Asistencia Alimentaria de Emergencia (TEFAP)

Sites may request but must not require proof of information. / Los sitios pueden solicitar pero no deben requerir prueba de información.

**Section 1 — Household Information****Sección 1 — Información de hogar**

<b>Name of household member/Nombre del miembro de la unidad familiar</b>	<b>Number of household members/ Número de miembros del hogar</b>
<b>Address (if available)/Dirección (si disponible)</b>	
<b>Name of proxy/Nombre de apoderado</b>	

**Section 2 — Categorical Eligibility****Sección 2 — Elegibilidad Categórica**

<input type="checkbox"/> <b>Supplemental Nutrition Assistance Program (SNAP)/Programa de ayuda suplemental de la nutrición</b> <input type="checkbox"/> <b>Temporary Assistance for Needy Families (TANF)/Asistencia temporal para familias necesitadas</b> <input type="checkbox"/> <b>Supplemental Security Income (SSI)/Seguridad de ingreso suplementario</b> <input type="checkbox"/> <b>National School Lunch Program (NSLP) (free or reduced-price meals)/Programa nacional de almuerzos escolares (comidas gratis o a precio reducido)</b> <input type="checkbox"/> <b>Medicaid/Medicaid</b>
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**Section 3 — Income Eligibility****Sección 3 — Elegibilidad de Ingresos**

<b>Total gross income \$</b> _____	<b>Ingreso bruto total \$</b> _____
_____ per year    _____ per month    _____ per week	_____ por año    _____ por mes    _____ por semana

**Section 4 — Household Crisis Eligibility****Sección 4 — Elegibilidad de Crisis del Hogar**

<b>If household is eligible for household crisis food needs, document reason for crisis here./Si el hogar es elegible para las necesidades alimentarias del hogar en caso de crisis, documenta el motivo de la crisis aquí.</b>
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**Section 5 — Certification****Sección 5 — Certificación**

<b>I certify that:</b> (1) I am a member of the household living at the address provided in Section 1 and that, on behalf of the household, I apply for USDA Foods that are distributed through The Emergency Food Assistance Program; (2) all information provided to the agency determining my household's eligibility is, to the best of my knowledge and belief, true and correct; and (3) if applicable, the information provided by the household's proxy is, to the best of my knowledge and belief, true and correct.	<b>Certifico que:</b> (1) soy miembro del hogar que vive en la dirección que se da en la Sección 1, y que solicito en nombre de la unidad familiar los alimentos USDA que se distribuyen por el Programa de Asistencia Alimentaria de Emergencia; (2) toda la información que le he dado al departamento que determinará si mi unidad familiar llena los requisitos del programa, es, a mi leal saber y entender, verdadera y correcta; y (3) Si corresponde, la información proporcionada por el apoderado del hogar es, a lo mejor de mi conocimiento y creencia, verdadero y correcto.
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**USDA Nondiscrimination Statement**

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g. Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at:

<https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling, (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

(1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or

(2) fax: (833) 256-1665 or (202) 690-7442; or

(3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.

**Declaración de No Discriminación del USDA**

De acuerdo con la ley federal de derechos civiles y las normas y políticas de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta entidad está prohibida de discriminar por motivos de raza, color, origen nacional, sexo (incluyendo identidad de género y orientación sexual), discapacidad, edad, o represalia o retorsión por actividades previas de derechos civiles.

La información sobre el programa puede estar disponible en otros idiomas que no sean el inglés. Las personas con discapacidades que requieren medios alternos de comunicación para obtener la información del programa (por ejemplo, Braille, letra grande, cinta de audio, lenguaje de señas americano (ASL), etc.) deben comunicarse con la agencia local o estatal responsable de administrar el programa o con el Centro TARGET del USDA al (202) 720-2600 (voz y TTY) o comuníquese con el USDA a través del Servicio Federal de Retransmisión al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe llenar un formulario AD-3027, formulario de queja por discriminación en el programa del USDA, el cual puede obtenerse en línea en: <https://www.usda.gov/sites/default/files/documents/ad-3027s.pdf>, de cualquier oficina de USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida a USDA. La carta debe contener el nombre del demandante, la dirección, el número de teléfono y una descripción escrita de la acción discriminatoria alegada con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR) sobre la naturaleza y fecha de una presunta violación de derechos civiles. El formulario AD-3027 completado o la carta debe presentarse a USDA por:

(1) correo:

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or

(2) fax: (833)256-1665 o (202) 690-7442; o

(3) correo electrónico: [program.intake@usda.gov](mailto:program.intake@usda.gov).

Esta entidad es un proveedor que ofrece igualdad de oportunidades.

**Sections 6 & 7 must be completed by the CE or the site staff:****Section 6 — Eligibility or Ineligibility****Sección 6 — Elegibilidad o Inelegibilidad**

Household is eligible. Length of certification:

Beginning (month/year): \_\_\_\_\_

Ending (month/year): \_\_\_\_\_

\_\_\_\_ Household is ineligible based on Sections 2 and 3, but qualifies for TEFAP based on Household Crisis Eligibility (Section 4).

Length of certification: Beginning (month/year):

Ending (month/year): \_\_\_\_\_

El Hogar es elegible. Duración de la certificación:

Inicio (mes/año): \_\_\_\_\_

Final (mes/año): \_\_\_\_\_

\_\_\_\_ El hogar no es elegible basado en las secciones 2 y 3, pero califica para TEFAP basado en la elegibilidad de crisis del hogar (Sección 4).

Duración de la certificación: Inicio (mes/año):

Final (mes/año): \_\_\_\_\_

**Section 7 — Signature and date of CE or site staff****Sección 7 — Firma y fecha del CE o del sitio personal**

Signature/Firma \_\_\_\_\_

Date/Fecha \_\_\_\_\_

# Member Agency Change of Information

Agency Name \_\_\_\_\_ Agency # \_\_\_\_\_

*Please inform the Food Bank of all significant changes to your program so that our records accurately represent your program. It is imperative the Food Bank stay abreast of all major changes. Facility remodeling or a new location require a monitor visit of your site to maintain your program's certification as a member agency.*

Please **PRINT**, filling in changes only:

Physical Address \_\_\_\_\_

Mailing Address \_\_\_\_\_

E-mail address \_\_\_\_\_

Web address \_\_\_\_\_

Hours of Operation \_\_\_\_\_

Telephone \_\_\_\_\_ Facsimile \_\_\_\_\_

Personnel \_\_\_\_\_ Position \_\_\_\_\_

Personnel \_\_\_\_\_ Position \_\_\_\_\_

Authorized Shopper Additions & Deletions \_\_\_\_\_

\_\_\_\_\_

Facility \_\_\_\_\_

\_\_\_\_\_

Program Description \_\_\_\_\_

\_\_\_\_\_

Additional Information \_\_\_\_\_

\_\_\_\_\_

Person Authorizing Change \_\_\_\_\_

Position \_\_\_\_\_ Date \_\_\_\_\_

## **Return to:**

Agency Relations Department  
Food Bank of West Central Texas  
5505 N. 1st St, Abilene, TX 79603  
Office Facsimile: 325.695.6827

## TEMPERATURE RECORD

<b>Name of Recipient Agency</b>	<b>Month/Year</b>
---------------------------------	-------------------

Day of Month	Freezers (-20°F to 0°F)			Coolers (33°F to 41°F)			Signature
	1	2	3	1	2	3	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
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25							
26							
27							
28							
29							
30							
31							

Member Agencies should record temperatures of all refrigerators and freezers that store FBWCT food. Food Pantries should check each day of distribution and On-site feeding and supplemental programs should check temperatures a minimum of twice a week.



# Agency Activity Report

Report for the month of: \_\_\_\_\_ Agency # \_\_\_\_\_

The report is for the prior month's activity. January report describes the past December's activity.

Agency Name: \_\_\_\_\_

Address: \_\_\_\_\_

**REPORT IS DUE NO LATER THAN THE 10TH OF THE FOLLOWING MONTH**  
*TO AVOID A LATE CHARGE, AN INTERRUPTION OR SUSPENSION OF FOOD BANK PRIVILEGES*

## Pantry Programs

Family Unit Log on reverse side is required for all pantry programs

1. **How many FAMILY UNITS were assisted during this reporting period:** \_\_\_\_\_  
Each family is counted EVERY TIME you serve them, a single person is counted as a family.
2. **Total number of PERSONS within those family units:** \_\_\_\_\_  
Count every person within each family receiving assistance.
3. **What percentage of your agencies food came from the Food Bank?** \_\_\_\_\_ %  
Of all the food your pantry supplied to needy people, what portion came from FBWCT?

## Feeding Programs

Do not fill in Family Unit Log on reverse side

1. **What was the TOTAL NUMBER of meals served during the month:**  
Tally each person fed on each day at each meal. Record TOTAL breakfasts, TOTAL lunches, and TOTAL suppers. Add these numbers together to find the TOTAL meals served during the reporting month.  
Breakfast \_\_\_\_\_ Lunch \_\_\_\_\_ Supper \_\_\_\_\_ Total: \_\_\_\_\_
2. **What was the total number of supplemental meals (snacks) served:** \_\_\_\_\_  
Count the total number of people at each snack on each day.
3. **What percentage of your agencies food came from the Food Bank?** \_\_\_\_\_ %  
Of all the food your agency served to needy people, what portion came from FBWCT?

Reporters Name: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_ Telephone: \_\_\_\_\_

### RETURN TO:

Food Bank of West Central Texas, 5505 North First Street, Abilene, Texas 79603  
Report Facsimile: 325.695.6827 • E-Mail: [summer@fbwct.org](mailto:summer@fbwct.org)

# Family Unit Log

Agency: \_\_\_\_\_

Month / Year: \_\_\_\_\_

[illegible]

# Civil Rights Training

**Agency Name:** \_\_\_\_\_

*Food Bank of West Central Texas Member Agencies must conduct Civil Rights training at least annually. The training may be conducted in either a class setting or self-guided study. New staff and volunteers associated with food distribution must undergo training prior to contact with clients. Member Agencies must keep a log of all training attendees.*

I have received **Civil Rights for Special Nutrition Programs** training.

[illegible]



**5505 North First Street  
Abilene, Texas 79603**

Office 325.695.6311  
Office Facsimile 325.695.6827  
Shopping Facsimile 325.695.3948

**[www.fbwct.org](http://www.fbwct.org)**

**July 2024**

# Member Agency Manual

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