

# POLICIES & PROCEDURES FOR AGENCY RELATIONS ISSUES

## CATEGORY A – Blatant Abuse of the NHFB by a Member Agency

- Agency staff selling Food Bank products to individuals, or at flea markets or auctions, etc.
- Agency staff shopping at NHFB for their own personal, at home, use. It is acceptable for staff of on-site feeding programs to eat Food Bank food prepared in meals **taken with clients**.
- Agencies will not engage in **discrimination**, in the provision of service, against any person because of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran.
- Agency staff passing on the current handling charge (\$.09 per lb.) to clients or **CHARGING ANY AMOUNT** for meals. **This would also include REQUESTING DONATIONS AT THE DISTRIBUTION SITES.**
- Agency **SELLING NHFB items** to other agencies or TRANSFERRING OR SHARING product **(without permission from the NH Food Bank)** to other agencies.
- Shopping for other NHFB agencies who are not active members of the NHFB (whether or not the handling charge is passed on) or **shopping for any facility that is not a registered member of the NHFB.**
- Agencies that are not officially members can receive Food Bank items only in **“emergency or disaster situations”** by **“special permission”** of the Food Bank Executive Director or Designate.
- Using NHFB items for programs within an approved NHFB member agency that has been monitored and rejected by the NHFB or any Feeding America Food Bank. For example: a church may open a pantry and a soup kitchen; however, the Food Bank may approve only the pantry for membership. If the soup kitchen uses NHFB products procured by the pantry – that is considered blatant abuse.
- Agency misrepresenting itself and/or not having a valid 501(c)3 status. For example: individuals claiming to represent a church congregation or social service agency that in reality exists entirely or mostly of that one individual and a few associates. It is possible for an individual to get a 501(c)3 status and not have an operating program. Such an individual is not eligible for NHFB membership.
- No agency can actively pursue donations from a known donor of the NHFB.
- Any agency misrepresenting statistics pertaining to their clientele.

**THE NH FOOD BANK MUST BE NOTIFIED EITHER BY FAX, EMAIL OR MAIL AS TO ANY CHANGE IN LOCATION OF THE MEMBER AGENCY, CHANGE IN DIRECTOR OR SHOPPERS AS SOON AS THE SITUATION OCCURS. IF THERE IS A CHANGE IN LOCATION, THE AGENCY MAY NOT SHOP UNTIL THAT NEW SITE IS MONITORED.**

**The NH Food Bank warehouse is “not open to the public.”**

## **CATEGORY B – Serious Abuse**

- Church Agencies refusing to serve clients unless they attend church services and/or donate to the organization or to work on or off grounds in order to receive food. **Church food pantries cannot serve only their “regular church members” – they must be open to the entire community.**
- Agency using NHFB items for programs within an agency that have not yet been approved by the Food Bank. For example, a food pantry or onsite feeding program starting a day care program and using Food Bank items in the day care before they are approved.
- Agency using NHFB food for programs not considered appropriate under IRS guidelines. For example, churches using Food Bank products for Sunday school, retreats, deacon’s meetings, church suppers, fund raising, etc.
- Agencies using Food Bank products for functions not involving their needy clients: i.e., board meetings, fund raising events, suppers.
- Disregarding “Donor Restrictions” on NHFB items. For example, on site feeding programs taking “pantry only” product – or – pantries taking “on site only” product.
- Disregarding “Food Bank Restrictions” on amount of product to be taken at any given time by agencies when shopping.
- Dangerous food handling practices and serious health code violations. For example: pantries taking bulk meats and attempting to separate and re-bag meats for distribution or agencies with no freezer(s) taking frozen product.
- Authorized shoppers bringing the agency clients in with them to shop and/or having the clients shop for their own particular needs. Only if the agency shopper needs assistance in lifting and loading should unauthorized persons be brought to the warehouse. Even then, the numbers should be limited and good judgment used. It is suggested that no more than 2 people (1 shopper and 1 helper or 2 shoppers) come in at the same time.
- Clients reselling NHFB products: While it is impossible for an agency to monitor all the actions of clients (especially with pantry programs), every effort should be made to give the Food Bank products only to responsible individuals. If clients from a particular agency are found to be reselling Food Bank items, the issue will be addressed with the director.
- Not adhering to 30 day credit policy on open accounts. If any agency persists in being delinquent, their credit will be terminated.
- Agencies not completing their QSR’s (quarterly service reports) or their Fresh Rescue reports on time risk suspension of their shopping privileges.
- Agency shoppers are responsible for turning in their invoices to the person responsible for payment of invoices.



## **CATEGORY C – Significant Problems**

- Shopping from unauthorized areas of the warehouse.
- Not adhering to warehouse regulations in reference to limitations of product.
- Breaking open closed/sealed cases of product either to look at product or to take a lesser amount. You open it – you own it.
- Concealing food items under other product.

## **CATEGORY D – Suspected Abuse**

If an agency is suspected of inappropriate and/or dangerous food handling practices, or if storage or preparation area is inappropriate, steps for action will be taken.

If there is a discrepancy between program records and Food Bank records (in either amounts of food distributed or with the kinds of clients served) and the Food Bank receipts, agency application, or monitoring form, then steps and courses of action will be taken.

If there is mixed storage for on-site items, pantry items, and staff's personal food, and disregard of donor restrictions is suspected, then steps and courses of action will be taken.

If the NH Food Bank has good reason to suspect that an agency may be abusing the NHFB in any way, the Executive Director has the right to suspend, cancel or terminate said agency.

Problems may be resolved by assigning a new contact person to do the agency shopping task and/or a new person to oversee the program.

If you have any questions pertaining to any of the above issues, please call Mystyna Yackel Shappy, the Agency Relations Manager at 669-9725, Monday through Friday from 8:00 am to 3:00 pm.