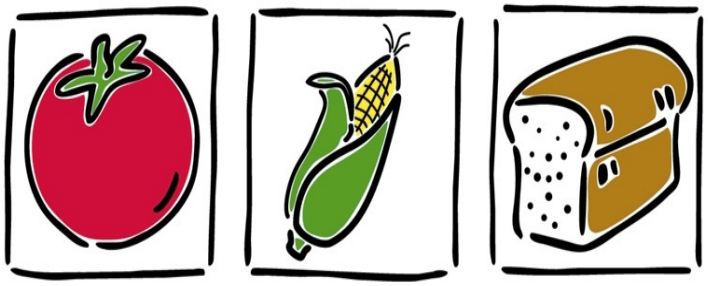
FOOD BANK



OF SIOUXLAND INC.

Agency Manual

UPDATED JANUARY 2026

Food Bank of Siouxland
Office & Warehouse
1313 11th Street
Sioux City, IA 51102
PO Box 985
Phone: 712-255-9741
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www.siouxlandfoodbank.org

Executive Director: jacob@siouxlandfoodbank.org
Agency Relations Manager: camrie@siouxlandfoodbank.org

A LETTER FROM THE EXECUTIVE DIRECTOR

The Food Bank of Siouxland exists to ensure that no one goes to bed hungry. The Food Bank of Siouxland serves 11 counties in northwest Iowa and northeast Nebraska. Our mission as an organization is as follows "*The Food Bank of Siouxland is the leading year-round food source for nonprofit partner agencies.*"

In working to achieve that goal, partner organizations help distribute the food directly to neighbors and families. The Food Bank of Siouxland refers to these partnering organizations as agency partners. This group of agencies are also called the Food Bank of Siouxland Network. Agencies are non-profits (or sponsored by non-profits) who want to fight hunger.

What is a food bank? Food banks exist to partner with agencies who distribute food to people facing hunger. The Food Bank of Siouxland staff sources food from various donors, including retail stores, manufacturers, wholesalers, and local neighbors. The Food Bank of Siouxland warehouse is over 40,000 square feet, with two walk-in freezers and a walk-in cooler. To provide a consistent level of food for the network of agencies, the Food Bank of Siouxland also purchases food. While the Food Bank of Siouxland focuses on collecting the product for agencies, the end goal is to provide items that hungry neighbors and families need and want to use.

On behalf of the Food Bank of Siouxland Board of Directors, staff and myself, thank you for your dedication towards the cause of fighting hunger.

Jacob Wanderscheid

Executive Director

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INTRODUCTION TO FOOD BANK OF SIOUXLAND, INC.

This manual is intended for pantry partners within our service network. It serves to share important guidelines about the FBS organization including best practices, general pantry partner conduct, and important guidelines to support our partners.

The Food Bank of Siouxland is a non-profit organization with the vision of alleviating hunger in Siouxland by providing access to nutritious food for all.
We are a year-round, centralized, stable food source for Siouxland non-profits, church organizations, schools, and more that supply a variety of on-site meal programs and food pantries.

The Food Bank of Siouxland is an affiliate food bank working with Food Bank for the Heartland in Omaha, Nebraska, who is a member food bank of Feeding America. We receive food in a variety of ways, including from other food banks and USDA foods through the Iowa and Nebraska Departments of Human Services. We solicit, coordinate, and receive food donations from local food manufacturers, businesses, and retail stores. We also partner with various companies, organizations, and schools throughout the year for food drives. The food Bank of Siouxland also fundraises to purchase foods to provide a balanced menu when physical donations don't cover all of the food groups. *With a staff of 14 employees and hundreds of volunteers, the Food Bank of Siouxland has distributed over 4 million pounds of food per year to nearly 100 partners in an 11-county service area across northwestern Iowa and northeast Nebraska.*

By utilizing the Food Bank of Siouxland, agencies can reduce their food costs to serve their communities. This reduced cost allows agencies and community members to redistribute saved funds to other programs within their organizations. The Food Bank of Siouxland provides internal programming to benefit the community, those facing food insecurity and agency partners. A few of these programs within the Food Bank of Siouxland include:

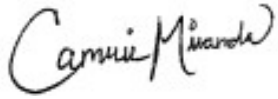
FOOD BANK OF SIOUXLAND INC. **BackPack Program** *Food For Kids*

FOOD BANK OF SIOUXLAND INC. **Mobile Pantry Program** *Food For You*

FOOD BANK OF SIOUXLAND INC. **School Mobile Pantry Program** *Food For Families*

If you haven't already, you are invited to schedule a time to visit and tour the Food Bank of Siouxland. I look forward to working with you to accomplish our mission and serve neighbors throughout the community.

Camrie Miranda



Food Bank of Siouxland Agency Relations Manager

FOOD BANK OF SIOUXLAND HOURS AND OBSERVED HOLIDAYS

The Food Bank of Siouxland office and distribution center are located at 1313 11th Street PO Box 985 Sioux City, IA 51102.
The Food Bank of Siouxland operates during normal office hours operate Monday – Friday 8:00 AM – 4:30 PM.

Information on warehouse operations like agency pick-ups, deliveries, and warehouse hours can be found on page 6. Some Food Bank of Siouxland programs may cause the building to be open or operated outside these office hours, but we will not be open to the public.

The following holidays are observed by our organization:

- Memorial Day
- Independence Day
- Labor Day
- Both Thanksgiving and the day following Thanksgiving
- Christmas Day through New Years Day *(December 25 – January 1)*

The office and warehouse will be closed during these holidays of observance. All staff will be unavailable during these observances and will reconnect with partners when they return to the office. If a holiday lands on a Saturday then the Friday before is recognized as a holiday. If a holiday lands on a Sunday then the following Monday will be recognized as a holiday. The distribution center may also be closed during any of our community events. A few of these events include the Siouxland Food Festival, the Food Bank of Siouxland Golf Classic, and the KenDUCKY Derby. More information on these community events can be found on our events tab on the website or on the Food Bank of Siouxland social media.

During the winter holiday season, all partners are encouraged to plan ahead for the holiday season. You can share any specific holiday date changes or closings with the Agency Relations Manager to keep neighbors informed. Closer to the holidays accommodating orders or setting up delivery/pick up times can be more challenging for the Food Bank of Siouxland due to the limited time frame. *Any questions or concerns about these holiday dates and times can be directed to the Agency Relations Manager at any time.*

Agency Partner's main point of contact is the Agency Relations Manager. *If they have trouble reaching out to the Agency Relations Manager, Camrie Miranda, then a partner can contact the Associate Director, Valerie Petersen, at valerie@siouxlandfoodbank.org or at 712-255-9741 (ext. 2) for more assistance.* Either party will provide you with answers relating to orders, pantries, and other topics. If they can't provide this answer then you will be connected with the direct line of the employee that can help. We encourage all partners to contact the Agency Relations Manager first in order to encourage a streamline of contacts for the Food Bank staff. This will allow no confusion or misunderstanding regarding pantry assistance and the ability for questions to be answered quickly.

AGENCY MEMBERSHIP INFORMATION

APPLYING AND MAINTAINING MEMBERSHIP

It is the policy of the Food Bank of Siouxland that only agencies designated as 501(c) 3 not-for-profit organization or organization which qualify under the IRS Church Qualifier (distributing to an underserved and population in need, are eligible for membership.

I. Applying for Membership:

A. Two forms must be completed before the Food Bank of Siouxland considers any non-profit agency for membership:

1. Agency Application
2. Agency Agreement/Liability Release Form

B. In addition to the completion of these forms, the agency must provide a copy of their tax-exempt designation letter from the Internal Revenue Service.

C. Churches must include either their 501(c)3 letter *or* a letter from a denominational headquarters stating that the church applying for membership is a church in good standing in that denomination *or* submit the IRS Church Qualifier

D. When the above forms are completed and returned to the Food Bank of Siouxland, they will be reviewed by the Food Bank of Siouxland team.

E. A site inspection will then be scheduled if the application meets the Food Bank of Siouxland criteria.

Please note: Completion of this application does not guarantee membership. We reserve the right to refuse membership of programs not meeting our criteria. Once a successful inspection has occurred, a determination letter will be sent. Pre-approval letters may be sent to provide extra guidance to comply with the application.

II. Agency Monitoring and Re-certification Process:
Agencies of the Food Bank of Siouxland will be re-certified on an annual basis. This re-certification process entails the following:

1. Food Bank staff representatives will make on-site visits to participating agencies.
2. The agency's practices will be reviewed, including food safety and neighbor records.
3. Should deficiencies in the agency's operations arise, the Food Bank of Siouxland staff may elect to deny the renewal of membership until the problem areas are resolved.

AGENCY MEMBERSHIP TIER SYSTEM

To equitably serve each partner across our 11-county radius the Food Bank of Siouxland has adopted a tier system. This system allows us to ensure partners receive food equal to the amount of people they serve. This allows FBS to limit menu items for partners to ensure everyone gets a chance to distribute some of the products received in the warehouse and provide each agency with a variety of foods. Areas of Siouxland that are considered food deserts or present other barriers in order to procure food will receive priority as well.

The tiers are broken down into 3 groups:

A tier: Agency Partner serves 120+ Households a month.
B tier: Agency Partner serves 49-119 Households a month.
C tier: Agency Partner serves less than 48 Households a month or is a private pantry.

Each partner is sorted into these categories based on the statistics that are submitted monthly. Failure to submit statistics may result in a suspension. If a partner begins to see an increase or decrease in neighbors, they should contact the Agency Relations Manager. This will allow the FBS team to observe the changes in neighbors per month and discuss moving a partner into a different tier. If a partner does not inform the Agency Relations Manager then they may not see this change. After a request to join a different tier FBS will observe the next 3-6 months of statistics. If the higher numbers remain consistent then further discussion will be conducted with partners to determine next steps. This time range allows FBS to rule out any special circumstances like holidays, summer feeding, interruptions in SNAP/EBT, and more.

CIVIL RIGHTS TRAINING

To ensure all neighbors and pantry partners are treated with respect and do not face discrimination, we ask all partners to train all volunteers in the civil rights training provided by the state. This requirement is mandatory to participate in the Emergency Food Assistance Program (TEFAP) and receive USDA foods. Agencies must have a designated contact person in charge of annually administering the Civil Rights training to all staff or volunteers who work directly with neighbors or who handle USDA foods. As pantry workers read through the training, please have them sign the Civil Rights Training Log. The Agency Relations Manager will provide partners annually with a physical copy of these slides during every annual inspection. A physical copy of this log should be on file at the pantry location. Upon inspection by FBS or the states of Iowa or Nebraska the agency must provide a physical copy of the signed Civil Rights Training Log. A digital copy can also be provided upon request to email to volunteers or have for a digital file.

The Food Bank of Siouxland has an approved slide show you can visit under the ***IA and/or NE Civil Rights Training*** links under Agency Resources.

No substitution for this training is allowed (i.e. your agency cannot use its own Civil Rights training or an outside-agency provided training). You may also reach out to the Agency Relations Manager for a copy of these slides.

FOOD BANK OF SIOUXLAND PROCEDURES

WAREHOUSE HOURS: The Food Bank of Siouxland strives to provide convenience and accessibility to our member agencies. The Food Bank of Siouxland office is open Monday through Friday from 8 AM - 4:30 PM. ***Warehouse hours for pick-up orders, in 30-minute time slots, are as follows:***

Monday:	*Tuesday:*	*Wednesday:*	*Thursday:*	Friday:
9 AM- 12 PM	*12:30 PM – 3:30 PM*	*CLOSED*	*12:30 PM – 2:30 PM*	12 PM – 3 PM

AGENCY PICK UP: Sioux City agency partners are encouraged to pick up any orders for their location at our distribution center. As mentioned, each pick-up is in 30-minute time slots. Agency partners must arrive on time for their pick-up. Failure to arrive on time may result in the order needing to be rescheduled for another time. Several failed attempts may result in a suspension until a new plan for picking up is put in place The Agency Relations Manager will note when an order is not picked up. The first time an agency fails to pick-up they will receive a phone call. Any time after that instance, the order will be put back into the warehouse.

Partners are not required to enter the office and sign in during their pickup time. During pick-ups all partners must be present with their vehicle and can't leave their vehicles unattended. Partners are also responsible for loading up their own car. *The warehouse will not place any warehouse equipment inside vehicles or on truck beds.* Partners can't park in the dock unless it is their allotted pick-up time. If a partner has any questions or concerns regarding a pickup they can discuss with the Agency Relations Manager.

AGENCY DELIVERY: Agencies may pick up their orders, or we offer delivery throughout our service area. Out-of-town deliveries are made on designated days throughout the month, and no in-town deliveries will occur on those days. When requesting a delivery order, please check our online calendar for the dates we are making out-of-town runs (look for the orange truck icon). Dates and Time requests and are subject to change, if need be. Please make sure that the calendar is set to "Months" in order to see the monthly schedule.

Here is an example of the out-of-town orange truck icons →

If you are requesting an in-town delivery please look for the green building icons, which are when we are available to deliver in-town. Please ask the Agency Relations Manager if you have any questions about which day the Food Bank of Siouxland is available to deliver your order. When you receive the product, you will be given a copy of the packing slip. Upon delivery, the pantry representative will be asked to sign this to verify the product was received.

← **Here is an example of the in-town green building icons.**

As a reminder, the charge for deliveries is $.04 per pound for all deliveries and 250 lbs. is the minimum amount to receive a delivery order.

PARTNER SOLICITED DONATIONS: All agencies are required to only order as much that they can carry in their pantry. If a partner does receive an outside order or donation that must be stored at the Food Bank of Siouxland distribution site, FBS will practice "cross docking". This is when we receive the food on-site and place it on the dock for pick up. Partners will then have 24-48 hours to pick up that donated food unless it is mentioned otherwise. Cross docking may occur for a variety of reasons like needing to rearrange pantry space. The Food Bank of Siouxland does not allow partners to store food at our site due to food safety practices, liability, and warehouse space. All Agency Partners are required to ensure that they have the space and capacity to accept donations or store their orders. Failure to keep product on site may result in suspension until proper food safety practices are followed.

ORDERING: All orders are taken on a first come first serve basis. Orders are reviewed and released at the end of each day. We require orders to be submitted 3 business days by noon prior to the desired date of the delivery or pick-up (Monday orders are ready by Wednesday). The menu for ordering is live, and product cannot be reserved or guaranteed for a pantry partner. Below is more information on the food menu system.

FOOD MENU: The ordering menu is accessed through the Food Bank of Siouxland's website at https://www.siouxlandfoodbank.org/network-partners, then clicking on *Online Ordering, Online Portal*. Instructions on how to complete an order are found on the same page and are titled *Reference Guide*.

> *The Food Bank of Siouxland encourages pantry partners to be supplemental assistance for neighbors and not a substitute for the grocery store. If the menu seems limited upon putting an order in for your pantry, please think about what items could assist in completing a meal.*

KEY WORDS WHEN NAVIGATING PARTNER RESOURCES (MENU, PRIMARIUS, ETC.):

- ***REF:*** *This is the reference number of the product you want to order or should you have questions about a particular product.*
- ***PRODUCT:*** *This is the description of the product you might order.*
- ***QTY:*** *This is the quantity of the item you wish to order. Fill this blank in accordingly.*
- ***AVAILABLE:*** *This is the available amount you can place on your order. Please remember to only order what your agency can use until your next order.*
- ***PACKING:*** *How the item is distributed (in the case, by the individual unit, or in bulk packaging). **Bulk packaging is intended for meal providers since the inside packaging does not have food nutrition information on individual packages.*
- ***WEIGHT:*** *This is the weight of each case of product.*
- ***PRICE:*** *This is the handling fee you will pay per case. The handling fee covers some of our costs for the warehouse, maintain and distribute the product. We refer to this fee as your "Shared Maintenance Fee."*
- ***CATEGORY:*** *Each product is labeled based on how it came to the Food Bank of Siouxland. The Food Bank of Siouxland has three main sources of food: purchased, locally donated and USDA foods.*
- ***PAYMENT:*** *We would prefer payment to be made after you receive your statement by mail at the end of the month. You may pay by check (preferred) or cash, but the Food Bank of Siouxland does not offer change for cash payments. Payments are due within 30 days of receipt of statement.*

FOOD COST INFORMATION

Below are the shared maintenance fees for products provided by the Food Bank of Siouxland. If there are any changes in price per pound the Agency Relations Manager will reach out to partners. These fees are up to date as of October 2024.

Shared Maintenance Fees	$0 Maintenance Fee Products
○ Donated Products: $0.18 per pound ○ Purchase to Donate Products (P1): $0.32 per pound ○ Purchase Program Products (PP): Full Wholesale Cost ○ IA USDA TEFAP: $0.04 per pound ○ (Produce & Dairy = No SM fee) ○ NE USDA TEFAP: No SM Fee ○ Delivery fee: $0.04 per pound - *Delivery fee does not apply to Agency Pick Ups.*	○ Bread & Buns ○ Chips ○ Cookies Assorted ○ Dairy ○ Eggs ○ Fresh Produce ○ Meat Assorted ○ Pet Food ○ Sweets & Treats ○ All Totes: - Oversized Food Items - Oversized Frozen Items - Pet Products - Sweets - Water - Water Purified 40#

These prices may change at any point, but this chart may allow partners to plan out their orders. Items are not guaranteed to be on the menu all the time and vary depending on what is available in the warehouse. Other specialty items or programs FBS participates in may vary in price ranges.

For example, Holiday Harvest Boxes, which are ____ per pound or the 2025 Summer Feeding Program Healthy Kids Iowa products, which were free items for all participating Iowa partners.

GUIDELINES FOR MEMBERSHIP WITH THE FOOD BANK OF SIOUXLAND

1. Agencies in the Food Bank of Siouxland Network must provide food for an underprivileged or underserved population. These partners must be a 501(c) 3 not-for-profit organization or qualify under the IRS Church Qualifier.

2. Must agree that they will meet the IRS eligibility requirement for receipt, storage, transfer and use of donated product under section 170e3. Failure to do so may result in removal as a partner.

3. Agencies should not use of food or non-food items (hand soap, toilet paper, cleaning supplies) provided by the Food Bank of Siouxland for agency upkeep or in support of the agency's food distribution program.

4. Agencies may not pull donated items from inventory for on-site consumption by agency volunteers or staff. Agencies may not "thank" volunteers with Food Bank product. Staff or volunteers must meet the same standards of need as all other persons coming to the agency for assistance. Those who qualify as in need must follow the same procedures in obtaining assistance.

5. Volunteers can access food during food pantry distributions, but they must go through the same procedures as neighbors in order to receive food. This includes adding their name to monthly statistics, filling out TEFAP forms, or providing information for additional intake documents.

6. Agencies may not use donated goods as refreshments for business meetings, trainings or funeral/church dinner when intent is not to feed those facing food insecurity

7. All efforts to become more familiar with product, advise neighbors as to a product's use, discover news ways a product can be used, and/or test a product's fitness for consumption should be done on site in an area deemed fit for food preparation by a health department inspection.

8. Agencies must responsible personnel who are accountable for record keeping and inventory control. In addition, with this record keeping and inventory control, partners must provide this information during the annual inspection. Annually, all partners must have received approval on the previous inspection.

9. Agency partners must be willing to change any practices to remain in compliance with Food Bank of Siouxland agreement. Partners must also have the ability and willingness to access and submit information via the internet.

10. Agencies may not sell, barter, or trade product received from the Food Bank of Siouxland. Product may not be used for fundraising purposes either as prepared food (dinners or bake sales) or prizes.

    Examples include, but are not limited to the following:

    - ***Selling:*** *using any items from the Food Bank of Siouxland to sell at a bake sale, or charging a fee to enter a meal or expecting a donation at a dinner*
    - ***Bartering:*** *requiring an individual to do community service in exchange for goods*
    - ***Trading:*** *requiring an individual to switch their excess of green beans for meat from your pantry or allowing volunteers to take food first and sell to other people at the pantry or outside the pantry.*

11. Must determine own eligibility criteria. To best serve your community, FBS advise that pantries serve any individual who needs assistance. Written documentation of your criteria and procedures that are used to determine whether a neighbor meets the criteria that needs to be posted in a place where neighbors can view the eligibility requirements prior to receiving services. We advise criteria do not present barriers to neighbors' capacity to receive food.

    Note: If your organization is a USDA Foods provider there are specific regulations of what documentation can and cannot be required at your pantry/meal provider. The USDA Foods section of this agreement and the Agency Manual outline these policies.

    Examples of acceptable and unacceptable criteria:

    1. *Examples of acceptable criteria: only serving IA residents, serving a certain community or school district, or limiting the number of times neighbors can visit per month*
    2. *Examples of unacceptable criteria: requiring an attendance to a religious service, work, or a special activity before or after receiving food; drug testing or breathalyzing neighbors to receive food; receiving different treatment based off current situation; requiring any form of identification, proof of residency, proof of need or any other documentation in order to receive food.*
    3. *If you have questions about what eligibility requirements you have, please reach out to the Food Bank of Siouxland.*

12. Home-based services (such as foster care homes or family-based day care) are excluded from Food Bank membership.

13. Agencies which provide a comprehensive care service, with food being a part of that service, may charge a fee for their services, but the fee cannot include the cost of food.

14. Agencies may not solicit donations from neighbors seeking help. Agencies may accept contributions from neighbors, but the service cannot be denied because of inability to contribute. All contributions from neighbors must be truly voluntary and made anonymously.

15. Food products from the Food Bank of Siouxland must be available to all eligible, ill, in need, or infants without regard to race, sex, national origin, handicaps or religious preference. Food recipients may not be required to listen to preaching, profess a faith, attend church services or receive inequitable treatment on the basis of their faith.

16. Agencies must utilize a tracking system, such as a sign-in sheet, to obtain information about neighbors served. This data will be used to complete and submit monthly numbers served reports to the Food Bank of Siouxland in a timely manner. While obtaining this information, agencies may not, however, ask neighbors to provide social security numbers as proof of residency or members in household. Furthermore, neighbors should not have to provide income documentation to validate their need.

17. All agencies must submit neighbors served statistical reports on a monthly basis. The monthly reports are due by the 15th of the next month (January's numbers are due by February 15). For more information on how to complete these reports, please follow this link: https://www.siouxlandfoodbank.org/network-partners, then under Online Ordering and Reporting click the Reference Guide to aid you in your statistics entry.

18. All agencies who distribute USDA foods must agree to use The Emergency Food Assistance Program (TEFAP) forms, which must be up to date. Each neighbor should sign this sheet once (and only once) per year. All agencies should keep track of a neighbor's additional use of USDA foods for take home purposes. Agencies must agree to operate TEFAP in accordance with the requirements of Part 251 and, as applicable, Part 250. Failure to do will result in the removal of USDA foods.

19. Either party in the signed agreement must notify the other in writing 30 days before the termination of USDA foods distribution, if the agency agrees to distribute USDA foods. The Food Bank of Siouxland and the Agency will sign an agreement. This agreement may be modified as deemed needed by the Food Bank of Siouxland of Siouxland. At any time, this agreement can be canceled by either party, with a 30-day written notice.

These guidelines can also be found within the Food Bank of Siouxland Agency Agreement. This agreement is updated annually and any updates to the agreement will be communicated via email.

PROCESS OF SUSPENSION AND TERMINATION FOR PARNTERS

All partners are subject to being suspended or terminated at any time by the Food Bank of Siouxland.

- ***Suspension*** *is losing the ability access ordering with the chance of unsuspension once compliance is met.*
- ***Termination*** *is the removal of an agency partner from Food Bank Network.*

FBS will inform the partners of any status changes for the agencies via email, phone call, or in person. The Agency Agreements, which are provided to all agencies upon annual inspections, outlines when suspension and termination may occur. There are a few reasons that can cause suspension and termination. The list shows a few reasons an agency pantry could be placed under this status.

Status change can result from:

- *Lack of activity*
- *Noncompliance with agreement, manual, and Food Bank of Siouxland best practices*
- *Delinquent account*
- *Stealing from The Food Bank of Siouxland*
- *Incurable infestation problem*
- *Sharing food with unverified partners or within network without informing the Food Bank of Siouxland*
- *Demise of food service program or Agency persists to exist*
- *Status of 501(c) 3 changes*
- *Lack of cooperation with The Food Bank of Siouxland staff (site visits, reports, etc.)*

Suspension often results from overdue balances from pantry statements or overdue inspection scheduling. Both will result in receiving a message from the Agency Relations Manager. If a partner fails to schedule an inspection within 2 weeks of contact, then they will be suspended until they reach out to FBS.

The process for suspension for overdue balances:

- 30 days overdue = FBS will not contact.
- 60 days overdue = Agency will receive phone call or email.
- 90 days overdue = Agency will be suspended, which means agencies can't order until the balance is paid.
    - After those 90 days, failure to pay and have no contact with FBS will result in termination, which means agencies will be removed from the network due to incompliance.

When the Agency Relations Manager conducts an inspection, there may be corrections that need to be made. Agency partners have 60 days to correct anything found from the inspection. Failure to correct any inspection violations may result in suspension until they are completed or further conversations are scheduled. Suspension and termination notices overrule all other notices partners may receive from FBS. The Food Bank of Siouxland reserves the right to give out these messages at any time based on compliance and other external circumstances.

ADDITIONAL FOOD PROGRAMS

ENABLED POUNDS PROGRAM

Based on a partner's location, public/private status, and number of families served, they may be eligible for the Enabled Pounds or Food Rescue Programs. The Enabled Pounds Program is newer to FBS and allows neighbors to rescue food from places like gas stations or grocery stores to avoid food waste. All agreements for this program will be administered by FBS. If a partner takes it upon themselves to partner with an organization further conversation will be had. This program is administered and monitored by the Feeding America organization.

Agencies that are involved will receive the following from FBS:

- *Designated agency scales for weighing products.*
- *Thermal blankets **if needed for a partner to pick up.*
- *Donor contact information for designated agency.*
- *Proper recording forms to record poundage.*

Designated agencies who take part in the program must agree to:

- *Picking up food at the donor location agreed on by all parties involved.*
- *Utilize freezer blanket for refrigerated/frozen product if the transportation vehicle does not have proper refrigeration.*
- *Sort donations into categories designated by FBS.*
- *Weigh each category of donated product.*
- *Report pounds of donated product, by category, to FBS on the Agency Pick Up tab on Primarius.*
- *Keep inventory worksheets and poundage receipts for the current year and previous 3 years after signed agreement date.*
    - *These sheets can be requested from the Agency Relations Manager*

The Food Bank of Siouxland reserves the right to add or remove Enabled Program Partners from the Enabled Program. The addition may include but not be limited to new Enabled Program Partner locations or if an Agency Partner is closer or within the same county as the donor. This removal may include but not be limited to inability to pick up donations, failure to report pounds, keeping pounds within a county, or existing the FBS network. FBS will notify partners if this partnership is going to start or end with the reason provided to the partner.

FOOD RESCUE PROGRAM

Between 30 and 40% of the national food supply in the United States is wasted every year. This translates to nearly 120 billion pounds every year according to Recycle Track Systems (RTS). *The Food Rescue Program aims to assist the FBS network in lowering food waste number across Siouxland.* With the generous support of the Kind World Foundation, the Food Rescue Program aims to reduce food insecurity and lower waste in the greater Siouxland community.

The program is new, which means the Food Bank of Siouxland is setting forth the following guidelines and expectations to ensure the program runs smoothly. These guidelines will be subject to change as the program evolves. With a focus on partners who serve food to neighbors in need, the program plans to incorporate a variety of different donors to serve neighbors, emphasizing the importance of healthy ready-to-eat food.

A Food Bank of Siouxland driver will transport and deliver food from our designated Food Rescue Partners to selected agencies. This delivery will aim to transport meal-ready food to partners who may face transportation concerns or other external factors that would impact the ability to pick up.

The established partnerships are conducted by the Food Bank of Siouxland with corporations to ensure that rules are followed. Partnerships should be facilitated by FBS to ensure that food safety and compliance is kept as an organization. These partnerships benefit all partners involved in the charitable food system by reducing waste and distributing foods.

If you are interested in learning more about the program, please contact the Agency Relations Manager. Any questions can be directed to them to consult with the FBS team.

FBS PROGRAM KEYWORDS AND DEFINITIONS

Food Bank	***FOOD BANKS***, as a general rule, provide a year-round source of food to non-profit charities with feeding programs for those in need. The Food Bank of Siouxland has nearly 100 member agencies in 11 Siouxland counties.
Food Pantry	***A PANTRY*** provides food to people to consume off premises. Pantries are encouraged to provide a 5-day supply of food for an individual or family, scaling the distribution to the size of the household.
On-Site Feeding Program	***AN ON-SITE FEEDING PROGRAM*** provides meals to people in need for consumption at the site where the food is prepared. On-site meal programs include shelters or residential facilities, soup kitchens, homeless shelters which provide meals to neighbors who are not residents of the facility, senior nutrition sites, and residential treatment centers.
Supplemental Feeding	***A SUPPLEMENTAL FEEDING SITE*** is an agency that serves snacks on-site versus a meal.
Mobile Pantry Program	***MOBILE PANTRY PROGRAMS*** were designed to send a truckload of food for those in underserved communities and hard to reach areas, to be consumed off premises. The Food Bank of Siouxland of Siouxland's *Mobile Pantry Program: Food for You* began in 2010.
BackPack Program	***BACKPACK PROGRAMS*** are a type of take-home food program for children. The purpose of the program is to provide a weekly backpack of shelf-stable food to get students through the weekend when school meals are not available to provide nutrition. The sacks are handed out at week's end and contain products full of protein, fruits, calcium, vitamins and grains. The Food Bank of Siouxland of Siouxland's BackPack Program: *Food for Kids* currently serves 11 area schools.

THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP) STATE FORMS

These forms are the most up to date form as of this manual. TEFAP forms are updated at the end of May and beginning of June. Partners can keep an eye on their emails for the most up to date documents.

IOWA TEFAP FORM (BOTH SIDES MUST BE PRINTED):

IOWA Health and Human Services

The Emergency Food Assistance Program (TEFAP) Eligibility Application

Name_____ How many people in your household_____

To be eligible to receive TEFAP USDA Foods you must live in the state of Iowa, and meet income guidelines for your household size, or receive SNAP and/or Free and Reduced Lunch.

TEFAP Income Guidelines Effective July 1, 2025 – June 30, 2026 – Gross Income

House-hold Size	1	2	3	4	5	6	7	8	Additional Person Add:
Yearly	$28,953	$39,128	$49,303	$59,478	$69,653	$79,828	$90,003	$100,178	+ $10,178
Monthly	$2,413	$3,261	$4,109	$4,957	$5,805	$6,653	$7,501	$8,349	+ $848
Weekly	$557	$753	$949	$1,144	$1,340	$1,536	$1,731	$1,927	+ $196

My household lives in the state of Iowa: ☐ Yes ☐ No

My household meets income eligibility based on the table above: ☐ Yes ☐ No

My household receives: ☐ SNAP ☐ Free or Reduced Lunches

Please read the following statement carefully. If you agree, please sign and date the form:

The information I'm providing on this form is accurate as of today. I'm completing this form to be able to receive federal assistance. I understand that once I sign this form, it's assumed I'm eligible for future distributions through June 30. **I understand I am required to report to the pantry if my income goes over the income amount listed for my household.** Program officials may verify what I have certified to be true. I understand that if I make false statements, I may have to pay the state for the value of the food I received incorrectly and I may be subject to criminal prosecution under state and federal law.

Recipient Signature _____Date_____

Or

Proxy Signature_____Date_____

In accordance with federal civil rights law and USDA civil rights regulations and policies, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the state or local agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY).

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Additionally, program information may be made available in languages other than English. To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter 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

Additional Distribution:

Name	Number of people served	Date

470-5313 (05/25)

NEBRASKA TEFAP FORM:

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Department of Health and Human Services
Division of Children and Family Services
The Emergency Food Assistance Program(TEFAP)

Eligibility to Take Food Home

I, the undersigned, agree to indemnify and hold harmless this Agentand the State of Nebraska, their Departments, officers, agencies, and employees from any and all claims, demands, damages costs, expenses, actions, and causes of action out of any act or occurrencepertaining to the issuance and acceptance of the USDA donated fooditems.

I further certify that my household's current gross income is equalto or below the current monthly income amounts or that I am participating in one of the following: Supplemental Nutrition Assistance Program (SNAP), Aid to Dependent Children (ADC), Aid to the Aged, Blind, and Disabled (AABD), Low Income Home Energy Assistance Program (LIHEAP), Medical only, State Disability, or Refugee Resettlement Program (RRP).

Monthly Income (180% of the Federal Poverty Level)

Household Size	Monthly Income Amount	Household Size	Monthly Income Amount
1	$2,348	6	$6,473
2	$3,173	7	$7,298
3	$3,998	8	$8,123
4	$4,823	Each additional household member	Add $825
5	$5,648		

Please complete the following information:

Household Size:_____ Children under the age of 18 in the household? ☐Yes ☐ No

Address: _____

In accordance with Federal Civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, gender, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.
Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.
To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: https://www.usda.gov/sites/default/files/documents/USDA- OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter 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; (2) fax:
(202) 690-7442; or (3) email: program.intake@ usda.gov .

This institution is an equal opportunity provider.

Signature: _____ Date: _____

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FOOD SAFETY

Safe Food Handling
Food safety is an important public health issue. Agency partners must implement proper food handling measures to ensure that product being distributed is safe.

Food Safety Training
Per Feeding America, all agency partners are required to have one member of their agency members complete food safety training. The Food Bank of Siouxland uses ServSafe to satisfy this requirement, and all partners are required to pay for this training. Agencies that identify as a pantry must take the ServSafe Food Handler Training. Any agencies that identify as a meal provider or prepare meals onsite will need to take the ServSafe Manager training. To get certified you may visit our website for more information or go directly to the ServSafe Association website. Please forward your food safety certificate to the Agency Relations Manager upon completion.

Food Storage
Once food is received from the Food Bank of Siouxland, it is generally stored by the agency partner for a period of time before it is distributed to neighbors in need. More in-depth food safety guidelines and storage can be found on foodsafety.gov and will cover specific situations along with general knowledge. The following food storage guidelines highlight practices that agency partners should follow but are not meant to be an inclusive list:

- The agency cannot store, prepare, or distribute product from the Food Bank of Siouxland at a location not authorized by the Food Bank of Siouxland.
- The agency cannot distribute product out of or store product in a person's home.
- Food must be stored in a clean storage area, free of dirt, bacteria, pests, and other contaminants.
- The storage area for non-perishable food should be stored at a temperature between 50 and 70 degrees.
- Product must be kept off the floor at least six inches off the ground by utilizing shelving, tables, and/or pallets.
- The storage area should be orderly and organized in a manner conducive to efficient distribution and product rotation.
- Agencies should practice "First in First Out" (FIFO) product rotation.
- Baby food and formula should NOT be distributed after the expiration date. All baby food and formula products stored that are beyond date of expiration should be discarded properly.
- All household products and cleaners should be stored in an area separate from food.

Food Sharing

The Food Bank of Siouxland does not approve of the sharing of food from pantry to pantry or from pantry to an outside organization. This allows our network to practice proper food safety for neighbors. For example, if one pantry were to provide food to an outside organization and it was recalled FBS would not have the ability to contact that group. If you have an abundance of food or items feel free to place them in storage or distribute them during the distribution. If you repeatedly give out food to outside organizations, please guide them to the Agency Relations Manager to assist them in becoming a potential Agency Partner. Continuing to distribute food to outside organizations or other FBS partner pantries may result in suspension and eventual removal as a partner.

Refrigeration

To properly handle perishable and frozen items, agency partners must have adequate refrigeration equipment and utilize thermometers to ensure temperatures remain consistent.

- Refrigerators must be kept between 32 and 40 degrees.
- Freezer temperatures must be at 0 (zero) degrees or below.

All agency partners need to utilize a temperature log and check temperatures every day you are open to neighbors. This log can be found on our website or given by the Agency main contact.

Sanitation

Keeping equipment and work surfaces clean and free of bacteria is critical for food safety. Cleaning and sanitizing practices should be utilized. All sinks used for hand washing need to have a hand-washing poster posted nearby.

Pest Control

Pests carry germs and disease. Agency partners must take reasonable precautions to protect against pest infestation. Pest prevention and control programs may be maintained by agency partner staff, volunteers and/or a contracted source – whatever is determined as most appropriate by your organization.

Recommendations for Pest Prevention:	• The food storage area should be kept clean and free of debris, ensuring that all stored products are sealed properly. • Inspect the food storage area every 30 days for signs of pest infestation. We recommend that you document findings on the Pest Control Report located in the Appendix. • Poison free devices may be used in the storage area to ensure that area remains free of pests.
Recommendations for Pest Infestations:	• Inspect the food storage area to determine the type of pest and the level of treatment needed to resolve the infestation. Take immediate action to treat the area accordingly. • Food products should be removed from the storage area if there is a possibility of toxic pesticide exposure to stored products during treatment.

**Once evidence of pest infestation has been determined, inspect stored products to ensure that no damage has occurred. Discard any damaged products.

SAFE FOOD STORAGE

STORAGE:

- For Dry Storage, 50-70 degrees is optimal. High temperatures can cause the quality to decline more quickly. If your storeroom heats up in the summer, see if ventilation can be increased.
- For Refrigerators, 32 – 40 degrees
- For Freezers, 0 – 10 degrees
- Keep food six inches away from walls, ceilings, and floors.
- Use the "FIRST IN, FIRST OUT" system.
- Protect area from insects and rodents.
- Clean spills immediately.

SHELF LIFE:

- *Most products* packed in glass or cans last for years if there is no damage to the packaging or no discoloration (through the glass) of the product. Vitamin content and texture decline over time.
- Packaged products such as cereal and crackers are good as long as they do not have bugs, become too stale to taste good, or the lining isn't ripped.
- Baby food must be disposed of if past the expiration date.
- Pickles lose their color if stored too long; discard if they look grayish or pale.

SAFETY:

- Never accept home canned goods.
- Never taste from suspicious looking cans.
- Store cleaning products separately from foods.
- Never accept, purchase, or hand out:
  - *Cans that swell, bulge, or leak.*
  - *Cans with dents on seams or rims.*
  - *Cans with rust that does not brush away.*
  - *Cans with severe dents anywhere.*
  - *Boxes that have no linings and are ripped.*
  - *Bags that are ripped.*

WHEN IN DOUBT, THROW IT OUT! *UNSAFE FOOD CAN CAUSE SERIOUS ILLNESS OR DEATH*

DISPOSAL OF UNSAFE FOODS:

Dispose so that they cannot be retrieved and eaten.

**It is best to open cans and empty or put the food in locked trash container. **

REFRIGERATOR/FREEZER PRODUCT LIFE

FBS requires all partners to track refrigerator and freezer temperatures in case of any complications or outages. This will also allow partners to know if the contents in the units are safe for consumption. As mentioned, refrigerators must be kept between 32 and 40 degrees. Freezer temperatures must be at 0 (zero) degrees or below. If an partners find the temperature is out of compliance they can reference the Food Safety Gov. Website to find out when to toss unsafe food. When in doubt, throw it out and contact FBS for further guidance.

SHELF-LIFE REFERENCE GUIDE

Estimated Shelf Life

Product	Past Code Date	Discard If
Baby Food (Jars)	Use by date	Past code date, popped seal, cracks or leaks
Baby Juice	One year	Damaged or leaking
Bread/Bakery Products	3 – 10 days	Visible mold
Cans/Bottles/Aseptic Containers	One to several years	Cans are bulging, leaking, damaged seal, severely dented, and popped
Cereal	6 months to 2 years	Stale or insects
Crackers	6 months to 2 years	Stale or insects
Dried Beans	Several years	Insects, mold, or stale
Freezer Products	3 months to several years	Off odor or taste
Infant Formula	Use by date	Past code date
Pasta	Several years	Insects, mold, or stale
Prepared Dips (cooler)	Use by date	Past code date
Prepared Salads (cooler)	5 days	Past code date
Refrigerated Juices/Tea	1 to 4 weeks	Mold, odor/taste, fermentation
Rice	Several years	Insects, mold, stale
Eggs	3-5 weeks	Slimy, pink egg white, off odor
Yogurt/Sour Cream/Cottage Cheese	1 to 3 weeks, if unopened	Off odor/taste, mold
Milk	5-7 days, if unopened	Off odor/taste

Proper Storage: The chart above is a quick reference for estimating the shelf life of Food Bank products after the stamped date. Products will last longer if properly stored. Keep frozen food at 0 degrees F and refrigerate foods at 36-40 degrees F. Make sure these products are transported and put away within one hour after pick-up, especially during hot summer months. Dry products including cans and packaged goods will last longer if stored in a cool, dry place. These products do not usually grow bacteria unless the packaged good become damaged or the seal of cans or bottles becomes damaged. Under ideal conditions many of these products will last several years.

CANNED FOOD SHELF LIFE

One of the most frequently asked question about canned food is its shelf life and "use-by" dates. The codes that are stamped on canned food are manufacturers' codes that usually designate the date the product was packaged. The codes vary from manufacturer to manufacturer and usually include coding for time and place of canning. Most manufacturers offer a toll-free number to call for questions about canned food usage dates. For a sampling of how to read product codes, see below.

The general rule of thumb is that canned food has a shelf life of at least two years from the date of purchase. Canned food retains its safety and nutritional value well beyond two years, but it may have some variation in quality, such as change of color texture. It is recommended that all canned food be stored at moderate temperatures (70 degrees F and below).

Each canned food manufacturer has a unique coding system. Some manufacturers list day, month, and year of production, while other companies reference only the year. Some even follow the Julian Code system for their cans, which can be hard to decipher at times. Other numbers may appear and reference the specific plant manufacturing or product information and are not useful to consumers.

Below is a sampling of how some manufacturers code their products so consumers know when the product was packaged. Please refer to the note to read about deciphering some of these codes. If you have specific questions about a company's product, contact a customer service representative at the phone number listed next to the company's name.

DECIPHERING CANNED FOOD DATE CODES

The Julian Date System correlates to the Julian calendar, which is easy to navigate using a Julian Calendar. When deciphering the code, you must locate the 8-digit code on the can. After locating, focus on the last 5 numbers as that is your Julian date. For example, a can may have an 8-digit code of L8024825. When focusing on the 5-digit code you will see 24825. This will then correlate with the calendar for the dates. You will locate the first 3 numbers to the chart. After seeing 248 we see that September 5th is the date. The last two numbers will then represent the year that the food was manufactured.

JULIAN DATE CALENDAR

PERPETUAL

Day	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Day
1	001	032	060	091	121	152	182	213	244	274	305	335	1
2	002	033	061	092	122	153	183	214	245	275	306	336	2
3	003	034	062	093	123	154	184	215	246	276	307	337	3
4	004	035	063	094	124	155	185	216	247	277	308	338	4
5	005	036	064	095	125	156	186	217	248	278	309	339	5
6	006	037	065	096	126	157	187	218	249	279	310	340	6
7	007	038	066	097	127	158	188	219	250	280	311	341	7
8	008	039	067	098	128	159	189	220	251	281	312	342	8
9	009	040	068	099	129	160	190	221	252	282	313	343	9
10	010	041	069	100	130	161	191	222	253	283	314	344	10
11	011	042	070	101	131	162	192	223	254	284	315	345	11
12	012	043	071	102	132	163	193	224	255	285	316	346	12
13	013	044	072	103	133	164	194	225	256	286	317	347	13
14	014	045	073	104	134	165	195	226	257	287	318	348	14
15	015	046	074	105	135	166	196	227	258	288	319	349	15
16	016	047	075	106	136	167	197	228	259	289	320	350	16

So, a can that is labelled L8024825 has a use by date of September 5th of 2025.

Other manufacturers may use dates, numerical codes, or a mix of both numbers and letters. For month coding, a number is used, numbers 1 through 9 represent January through September, and letters O for October, N for November, and D for December. If letters are used, A represents January, B for February, and so on with L representing December. For year coding, sometimes 1=2001, 2=2002, 3=2003, etc. are used. Below are some common examples of dates on canned foods. If you are still unsure on the safety of canned goods you can visit the foodsafety.gov website using the ***FoodKeeper Application***.

Bush Brothers & Company
Four digits
Position 1: Month
Position 2 and 3: Day
Position 4: Year
Example: 2061= February 6, 2001

Seneca Foods
Two digits on the first line
Position 1: Month (letter)
Position 2: Year
Example: D1 (December 2001)

Lakeside Foods
Consumers focus on second line:
second through fifth digits
Position 2: Month
(Jan=1 - Sept=9)
(Oct=A, Nov=B, Dec=C)
Position 3 and 4: Date
Position 5: Year
Example: 4A198 (October 19, 1998)

Chiquita Processed Foods
Ten digits (only 6-8 pertain to consumers)
Digit Position 6:
Year (A=1999, B=2000, C=2001)
Position 7 and 8: Julian Date
Example: A195 = July 14, 1999
(July 14th is the 195th day of the year)

Hormel Foods Corporation
Five digits on the top line
Position 1-4: Information about plant and manufacturing
Position 5: Year
Example: XXXX0 (2000)

Mid Atlantic Foods
Second through fourth digits
Position 2: Month (letter)
Position 3: Date
Position 4: Year
Example: MDE0 (April 5, 2000)

Pillsbury/Green Giant and Progresso
Five digits
Position 1: Month (letter)
Position 2: Year
Position 3: Plant information
Position 4 and 5: Date
Example: G8A08 (July 8, 1998)

IMPORTANT TRACKING INFORMATION

Below are some of the most commonly used tracking logs that the Food Bank of Siouxland asks their partners to fill out. These must be filled out at a minimum monthly. They should be placed where volunteers can see them at any time. The items below are just Agency Manual copies but a full copy of this log can be provided by the Agency Relations Manager upon request or found on our website. Some tracking logs may require outside organizations to fill out like the pest control document. Partners are required to sort that out with their chosen pest control provider.

PEST CONTROL LOG

Inspection Month	***Inspection Completed By***	***Results (Clear or Sign of Infestation)***	***Actions Taken***	***Date of Action***

TEMPURATURE KEEPING LOG

Agency Name _____ Month of _____

***Please use this form to record the daily temperature readings of all storage facilities (dry, refrigerated, and frozen). Keep temperature logs for at least 1 year.*

Date	**Time**	**Temp. (refrigerator, freezer, pantry)**	**Initials**

Recommended Temperature Guides:

Dry Storage (50-70 F) *Refrigerated Storage (36-40 F)** *Freezer Storage (0 F or Below)*

**Although 36-42 F is acceptable, 36-40 F is the ideal refrigerated range*

MONTHLY STATISTICS SIGN IN SHEET

***Note: in Compliance with our 2025 Agency Agreement, partners may not ask for further information besides the information mentioned below. This sheet serves to assist partners with tracking their monthly statistics.*

Agency Name: _____ Month: _____ Distribution Date: _____

	First Name	Last Name	State	# in Household	# Adults	# Children
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						