



Mountaineer Food Bank

Member Agency Handbook

“Our mission is to feed West Virginia’s hungry and empower communities to end hunger.”

Revised April 30, 2026
Please keep a copy of this manual at your program site

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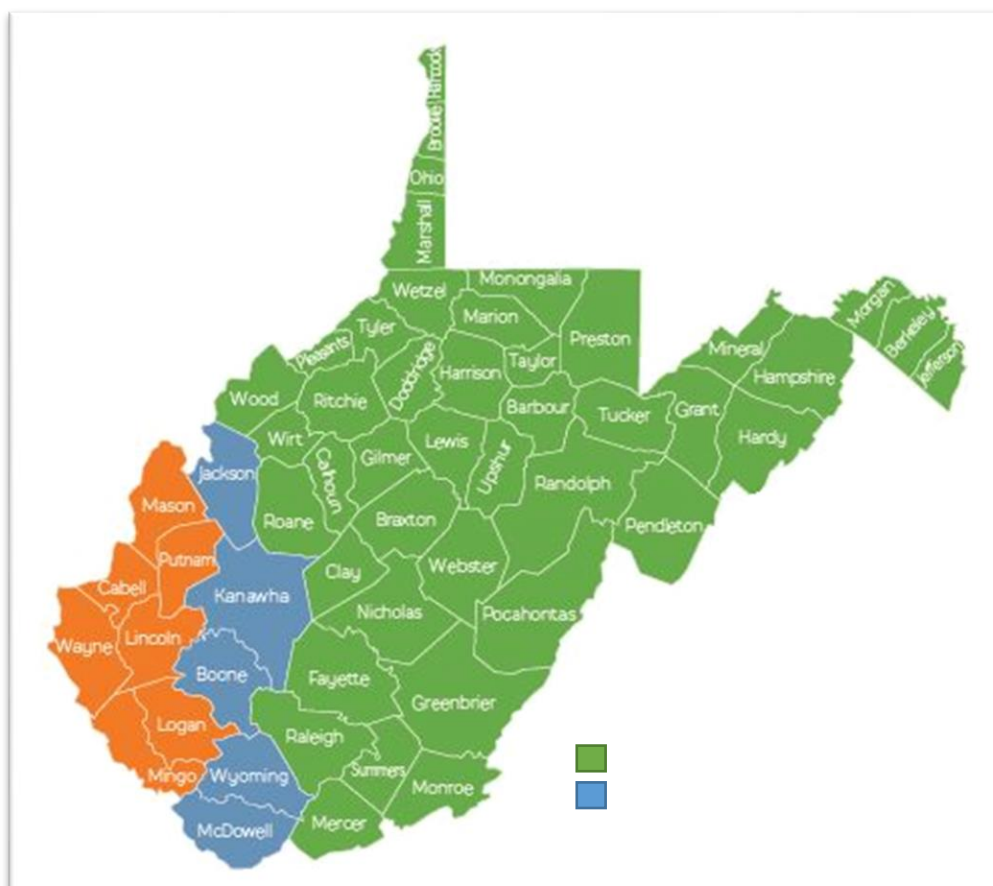
Mountaineer Food Bank Overview

A Vision for Success:

In 1981, Mountaineer Food Bank was created through the efforts of an anti-hunger coalition looking for ways to feed more people. The organization began creating relationships throughout the state, and started the rural food delivery system in the Feeding America network.

Today, Mountaineer Food Bank is the state's largest supplier of food and personal products for people in need of emergency assistance. Through a sophisticated network of feeding programs and donors, Mountaineer Food Bank now serves over 450 programs in 48 counties in West Virginia.

Our state-of-the-art facility and ordering system allow us to deliver to each county at least once a month. As a food bank, we provide food to soup kitchens, food pantries, day care centers, shelters, after-school programs, school programs, backpack programs, college programs, veteran's program, summer feeding, and senior programs when they need it. We are a member of Feeding America, a national organization dedicated to hunger relief. Our central location in Braxton County, WV allows us to deliver, receive, and collect food from all over the state in an efficient, timely manner.



Requirements For Membership

In order to become a member agency with Mountaineer Food Bank, certain guidelines must be met:

Each member agency must serve the ill, the needy, or infant. The Feeding America national network and our food bank emphasize, as our first priority, service to low-income individuals. Member agencies must have tax-exempt status under Section 501(c)(3) of the Internal Revenue Code of 1986 and must provide Mountaineer Food Bank with a copy of the determination letter from the IRS. Each member agency must operate a program (food pantry or on-site feeding) that incorporates food as a part of its normal scope of services and maintain regularly scheduled hours so that clients may be able to rely on or depend on consistent service hours. Member agencies are required to be within Mountaineer Food Bank's 48-county service area. Each member agency must pass the inspection of food bank monitoring personnel prior to approval and be monitored annually each year thereafter. Agencies that are inactive for a period of six months will be terminated and must reapply to gain active status. This means any agency that has been deemed inactive will have to repeat the entire application process before being re-admitted as a member agency with ordering privileges.

A \$250 **processing fee is required to join the Mountaineer Food Bank**. Upon approval, this fee will be applied to your new agency account as a credit, valid for 90 days from the date of your account opening. If your agency does not use the credit within 90 days, the processing fee will be forfeited, and the agency will be placed in inactive status. Agencies wishing to reapply after inactivation must submit a new \$250 processing fee, which will follow the same 90-day usage requirement.

By definition:

Ill

Those persons who suffer from physical injury, malnutrition, disease, sickness, infection, disability, /or are unable to provide self-care, including those who are incapacitated due to old age.

Needy

Those who lack the necessities of life, involving physical, mental, or emotional well-being, as a result of poverty or temporary distress.

Infant

An infant is a minor child as determined under the laws of the jurisdiction in which the child resides.

Orientation

Approved member agencies must complete orientation training with a Mountaineer Food Bank staff member prior to placing their first order. Orientation will include product ordering procedures and an introduction to the online ordering system, as well as an explanation of the various product categories. Pantry/on-site product storage and food safety, as well as terms of payment, will also be addressed.

Record Keeping

Record keeping is a vital part of program compliance. Each member agency must maintain records to document its activities with our food services, including records of client distribution to be used for safety and recall purposes. This includes the client's name, address, phone number, and household size, along with the dates of food distribution. Soup kitchens/on-site/hot meal programs are required to maintain records of the number of meals served per month. Invoices from Mountaineer Food Bank need to be filed and kept for at least 3 years, plus the current year. The agency must have appropriate administrative and technical measures in place to ensure the privacy, confidentiality, and security of individual neighbor data.

Client Eligibility

It is imperative that we adhere to guidelines that protect and encourage those who are in need of food assistance. Agencies are responsible for maintaining records in a secure area that will always protect clients' privacy. Member agencies may not charge the recipients directly for products distributed, nor may any agency require clients to perform services in exchange for food or grocery products. Discrimination based on race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation, including gender identity, unfavorable discharge from the military, or status as a protected veteran is strictly prohibited. Member agencies are not permitted to require clients to attend a religious or political meeting, to make a statement of faith, or to pledge membership to any religious or political organization before or after food assistance is given. Services of the member agency must not be restricted to the membership of the sponsoring organization.

Food Handling

Contact: **Agency Relations Team**
 304-364-5518
 agencyrelations@mountaineerfoodbank.org

- 1.) Food must not be stored directly on the floor. Food is to be stored a minimum of four inches off the floor.
- 2.) Dry food storage areas must be kept clean and dry.
- 3.) Food must be stored separately from cleaning supplies and non-food items.
- 4.) Damaged cans, spoilage, unlabeled products, and open packages must not be distributed to the public and should be disposed of properly.
- 5.) There must be a pest control policy in place for each agency. The use of insecticides and/or pesticides is prohibited unless used by a professional exterminator. Agencies are encouraged to use traps

and/or glue traps. To discourage entry of pests, storage areas should be well sealed with no holes or gaps in the walls, floors, ceilings, windows, or floorboards.

6.) Freezers, refrigerators, and kitchen facilities must be kept clean.

7.) Freezers and refrigerator temperatures must be routinely checked and recorded. Freezer temperatures must be maintained at zero or below Fahrenheit. Refrigerator temperatures must be maintained at no higher than 41 degrees Fahrenheit and above 32 degrees Fahrenheit.

8.) Food that is supplied by MFB should not be stored at a separate location unless that location is inspected and approved by MFB.

9.) Agencies must agree to on-site inspections by MFB and the Department of Agriculture if USDA foods are distributed by the agency. USDA food and Feeding America food must be stored separately and labeled as such, e.g., different shelves.

10.) If you are transporting refrigerated or frozen product, your agency is responsible for maintaining the integrity and safety of any such product. This can be accomplished through the use of active temperature control, such as a refrigerated truck, or with passive temperature devices, e.g., freezer blankets or ice chests. Proper temperatures must be maintained during transport.

11.) Each member agency is responsible for the security of food bank products and for assuring that all products are used only according to approved program purposes.

12.) Per the Food and Drug Administration's Good Manufacturing Practices (CFR 21), while transporting product, it must be protected from potential biological, chemical, or physical contaminants.

Food Safety Training

1.) All agencies must have at least one member complete the food safety training video every two years. The link to the food safety video can be found at www.mountaineerfoodbank.org

2.) Agencies must comply with local health department food handling safety regulations set forth by state and county regulations.

3.) If the agency's local county health department requires individuals from the agency to obtain a food handler's safety card issued by the WV Department of Health, this requirement must be met.

4.) In the event the individual who has been trained in food safety by MFB leaves the agency, MFB must be notified within 10 days, and another representative from the agency must be trained by MFB or view MFB food safety training video within 30 days.

5.) Agencies must complete the food safety training within seven days of opening and complete annual food safety training that is included with the agency survey, which will be sent to all agencies in January of each year. Agencies that do not have a representative trained in food safety by MFB will have ordering privileges suspended until this requirement is met.

6.) Food safety training is available online at mountaineerfoodbank.org under Agency Information.

Monitoring

Contact: *Agency Relations Team*
 304-364-5518
 agencyrelations@mountaineerfoodbank.org

Mountaineer Food Bank will monitor each agency before agency approval and a minimum of once a year after the initial visit. The monitor will review our guidelines regarding Record Keeping, Client Eligibility, and Safe Food Handling with the agency representative. Agency personnel changes require immediate contact with the Mountaineer Food Bank Agency Relations staff. The originally monitored site is the only approved food storage area for your agency. In the event that food must be stored in a different location than the originally monitored site due to an emergency (i.e., leaking roof), you must notify Mountaineer Food Bank, and the new storage location must be monitored.

Food Bank Warehouse

Contact: *Amanda Hoover*
 304-364-5525
 amanda@mountaineerfoodbank.org [OBJ]

- 1.) Agency representatives are not allowed in the warehouse except at the loading area or when accompanied by MFB personnel.
- 2.) Each membership is an agency account and is to be handled as such. Personal shopping unrelated to your agency is prohibited.
- 3.) Agencies are responsible for loading their own vehicles. This is standard operating procedure at both the warehouse and drop sites.
- 4.) If you order more than your vehicle can transport and are unable to return the same day to pick up the remainder, all products left over are returned to our inventory. A restocking fee may apply.
- 5.) Agencies picking up refrigerated or frozen items such as meat, produce, dairy, and deli items are required to maintain appropriate temperatures during transport of the product. Approved devices include temperature-controlled coolers, thermal blankets, or active temperature devices (e.g., refrigerated truck). Partner agencies are responsible for acquiring and maintaining these devices.
- 6.) Warehouse pick-ups must be pre-scheduled with the Inventory Clerk. Regular warehouse pick-up times are Monday-Friday from 1:00 pm-4:00 pm.

Ordering

Contact: *Amanda Hoover*
 304-364-5525

amanda@mountaineerfoodbank.org



Agencies are responsible for placing orders on MFB's online ordering system. Agencies should be familiar with the monthly delivery calendar, which denotes the day MFB's delivery truck will be in each county as well as the order by date for that delivery. Agencies should print a hard copy of the calendar, which is located on the online ordering website after logging in, under "Notable Links", as well as at www.mountaineerfoodbank.org under the "Agency Information" tab. Delivery days may change from month to month due to holidays and MFB closure. Agencies must refer to the MFB delivery calendar to determine the last day to order for the delivery truck each month and to determine the date the MFB truck will deliver to your county. Orders must be placed a **minimum of 2 ½ MFB business days by 1 pm** before the delivery or pickup date. Instructions for placing an online order may be found at mountaineerfoodbank.org under the Agency Information tab.

- 1.) If no date has been selected on an order, it will be scheduled for your next available delivery date.
- 2.) All changes made to orders after 1 pm, 2½ MFB business days before delivery or pick-up will be charged a \$20 restocking fee.

Cancellation of Order & Restocking Fee

Contact: *Amanda Hoover*
 304-364-5525

amanda@mountaineerfoodbank.org



If you are going to cancel an order, you must call 304-364-5518 and speak to Amanda or Emmitt. At this time, you will need to work with Amanda or Emmitt to determine what will be done with the order. If other arrangements are not made before the original delivery date, the order will be cancelled, and a \$20.00 restocking fee will be charged to your account.

Leaving a message will not cancel an order.

Orders must be cancelled prior to 2 1/2 days before the order is scheduled to be delivered/picked up by the agency. (This date will be the same as the "order by" date on the MFB delivery calendar)

Please remember

Truck Distribution

- 1.) It is the agency's responsibility to meet the truck at the drop site at the prescheduled time. If the agency does not pick up their order, a \$20 restocking fee will be charged to the agency's account.
- 2.) Agencies are responsible for providing protective coverage for all products, e.g., enclosed vehicles or open bed pick-up trucks or trailers, the use of a hard-shell covering, or tarp.
- 3.) Each agency must bring adequate transportation to accommodate transporting the agency's entire order. If the agency is unable to transport all the product in one trip, a representative of the agency is required to stay with the balance of their order until the agency can arrange adequate transportation.
- 4.) It is the agency's responsibility to load their own vehicle(s). The MFB truck driver is not responsible for loading the agency's vehicles at the drop site due to insurance liability.
- 5.) It is the agency's responsibility to contact MFB no later than the next business day after receiving your order to report errors, product shortage, or damaged product.
- 6.) If an order or product is not distributed to an agency, the MFB truck driver is required to return that product to MFB. It cannot be distributed to another agency.
- 7.) After unloading, the driver will provide each agency with an invoice. In the event this invoice is incorrect a corrected invoice will be mailed to the agency the next MFB business day.
- 8.) Agencies picking up refrigerated or frozen items such as meat, produce, dairy, and deli items are required to maintain appropriate temperatures during transport of the product. Approved devices include coolers, thermal blankets or active temperature devices (e.g., refrigerated truck). Partner agencies are responsible for acquiring and maintaining these devices.

Account Changes

Contact: *Agency Relations Team*
 304-364-5518
 agencyrelations@mountaineerfoodbank.org

In the event of personnel changes (demographic information changes or ordering privilege additions or terminations) it is the responsibility of the agency to notify MFB in writing. The agency is also required to complete an agency update form, which must be submitted to MFB and signed by the director of the agency within 30 days.

Fees

Product Category	Cost	Transportation
General Inventory	\$0.19 per pound	\$0.08 per pound
USDA	\$0.00	\$0.00
Purchase Program	As stated	\$0.00

*Occasionally, MFB has products available at no charge. There is no transportation fee added to these items.

***General Inventory** - product distributed to MFB that is redistributed to our agencies.

***Purchase Program** - bulk purchases direct from the manufacturer available to agencies at wholesale cost or lower.

***USDA/TEFAP** - government commodities distributed to qualifying agencies via MFB.

Billing & Payments

Contact: *Amanda Hoover*
 304-364-5525

amanda@mountaineerfoodbank.org

Melanie Carr
304-701-2007

melanie@mountaineerfoodbank.org

- 1.) Payment is expected within 14 days of receipt of the invoice.
- 2.) It is the agency's responsibility to contact MFB within 1 business day of receiving your order to report errors on the invoice or damaged product. Any incorrect products or damaged products must be returned to MFB, or a picture of the product must be emailed to **MFB within 24 hours in order for the agency to receive credit.**
- 3.) It is preferred that all payments to MFB be made by check. MFB prohibits cash payments and is unable to accept credit cards. *When paying by check, please include the agency name, invoice number, or a copy of the invoice to ensure proper credit to the agency's account.*
- 4.) If your check is returned to MFB due to insufficient funds, your account will be charged a \$10.00 service fee. The agency will be required to issue another check for the account balance.
- 5.) Any agency that has two or more returned checks within a year will be required to pay by certified bank check at the time of service for a period of one year.
- 6.) Account balances that are beyond 30 days past due will result in the agency's account being placed on hold. During this time, agencies will not be able to place orders, and any undelivered orders will be cancelled. If an agency foresees that it will not be possible to pay the account in full, then it is necessary for the agency to contact MFB to make payment arrangements.
- 7.) Any agency that has been placed on hold or suspended will not be permitted to participate in any other Mountaineer Food Bank feeding programs, e.g., TEFAP/CSFP commodities or retail pick up.

8.) Account statements will be mailed the first week of each month.

Agency Partner will not:

- a) Use any non-food Donated Product in their operations or upkeep.
- b) Use any Donated Product for business meetings, including, without limitation, committee meetings and other functions where business is conducted relating to Agency Partner.
- c) Use Donated Product in connection with fundraisers or events
- d) Consume any Donated Product (food or non-food), including consumption of beverages by volunteers when carrying out assigned duties.
- e) Use Donated Product to compensate or provide incentives to staff or volunteers.
- f) Trade, sell, or barter Donated Product.
- g) Charge clients/recipients any fees for Donated Product.

Violations Policy

Our food bank is required by the IRS to enforce proper and legal product usage. Therefore, the following violations of your agency's membership agreement are strictly prohibited, and any violation may result in restriction or termination of membership.

A. Violations

- 1.) Exchanging any donated food or grocery product for money, property, or services.
- 2.) Using any donated food or grocery product in a manner not related to the exempt purposes of your agency.
- 3.) Being delinquent in payment of food bank fees or any agency check being returned for non-sufficient funds. Any agency that has been placed on hold or suspended for failure to fulfill financial requirements will not be permitted to participate in any Mountaineer Food Bank or USDA programs administered through the food bank.
- 4.) Storing or transporting any donated food or grocery product improperly.
- 5.) Inadequate record keeping.
- 6.) Any violation of any state or local statute, ordinance, code, or regulation related to the handling or storage of food and grocery products.
- 7.) Termination or expiration of your 501(c)(3) tax-exempt status with the Internal Revenue Service. This document must be current and on file at the food bank.

- 8.) Any discrimination in service delivery based on race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation, including gender identity, unfavorable discharge from the military, or status as a protected veteran is strictly prohibited.
- 9.) Agencies must utilize some criteria for ensuring that products distributed by the program will be received by the ill, needy, or infants as outlined in Section 170(e)(3) of the Internal Revenue Code.
- 10.) Using an individual's home for product storage.
- 11.) Food safety violations that create imminent health hazards will result in the product being held until the issue is satisfactorily resolved, as determined by the Mountaineer Food Bank.
- 12.) Redistribution of product: Agencies are not permitted to share food received from MFB with other food distribution programs. Food procured from MFB is intended for clients who are ill, needy, or infants.

B. Procedures for Addressing Agency Violations

The food bank will handle each agency violation as a reason for terminating agency membership. The purpose of our mission is to ensure that food products are available to the needy through the responsible efforts of our agencies. The following procedures will be applied to any agency violation:

- 1.) Shipment of food bank product may be immediately suspended.
- 2.) An agency found to violate any of these requirements shall be issued a warning, addressing the issue of concern and the corrective action required.
- 3.) Member agencies that have violated MFB policy will be notified in writing of the probationary status of the agency. The agency will be given a reasonable amount of time to correct the violation, if the violation is correctable, but will not be allowed to order from MFB until the issue has been resolved.
- 4.) If compliance is not accomplished as determined by the food bank, the agency's membership will be terminated. Upon termination, an agency will lose the privileges of a member agency for a period of no less than six months. After the six-month mandatory termination period, an agency may be permitted to reapply for membership as a new agency pending the determination that those factors responsible for termination have been completely addressed.
- 5.) Written notice of appeals must be submitted to the Executive Director of MFB within 30 days of an agency's termination due to violations. All decisions of the Executive Director are final.

Backpack Program

Contact: *Agency Relations*
 304-364-5518
 agencyrelations@mountaineerfoodbank.org

The mission of the Backpack program is to help solve child hunger by providing nutritious and easy-to-prepare food to children to take home on weekends and during school vacations when other resources are not available. Each agency that participates in the Backpack program agrees to adhere to the following stipulations:

- 1.) Distribute healthy, nutritious food to children free of charge.
- 2.) Provide backpacks a minimum of once a month while the program is in operation.
- 3.) Ensure the school and/or program complies with all applicable federal and local statutes, ordinances, and regulations.
- 4.) Ensure staff and volunteers with direct repetitive contact with children pass a national background check.
- 5.) At least one representative must receive food safety training from MFB once every year.
- 6.) Be available for an on-site monitoring visit at least once every year from Mountaineer Food Bank.
- 7.) Store Backpack Program food in a secure, sanitary, and temperature-controlled place away from cleaning materials and toxic chemicals. All food must be stored four inches off the floor and away from the wall.
- 8.) Distribute the Backpacks to program participants in accordance with the pre-determined schedule (of your own design).
- 9.) Keep accurate records, submit reports, and provide necessary information as requested.
- 10.) Identify a Backpack coordinator to be the primary contact for the Backpack Program.
- 11.) Receive deliveries on the designated day and time.
- 12.) Inform Mountaineer Food Bank in writing of any changes in Backpack Program personnel, days/hours of operation, and/or number of children being served.
- 13.) Coordinate with schools the number of backpacks/bags of food needed per week based on the school's assessment of need.
- 14.) Coordinate with schools regarding food allergies. Identify food allergies and set up a system so that the school can identify foods/bags with potential allergens.
- 15.) Communicate problems and requests to Mountaineer Food Bank promptly.

School Food Pantry Program

Mountaineer Food Bank operates the School Food Pantry program throughout the MFB service area. Storing food on school grounds ensures food resources will be available throughout the week and outside traditional school hours. This program is focused on middle and high schools due to backpack programs' focus on the elementary arena. If a local school is interested in developing a pantry, an application process is followed, and a sustainable financial plan is required. The program model is designed to be flexible to meet the unique needs of each school community. This program provides a platform for community investment in the issue of child hunger. To be considered a School Pantry site, the following must be true of your operation:

- 1.) The food for the program must be stored on school grounds for easy access to students.
- 2.) Food must be distributed from the school food pantry a minimum of one time per month, with weekly distributions preferred, for the duration of the school year.
- 3.) Food must be given to participants free of charge.
- 4.) Program participants must not be discriminated against based on age, gender, sexual orientation, race, religion, disability, etc.

USDA / TEFAP Government Commodity Program

Mountaineer Food Bank serves as a distribution site for The Emergency Food Assistance (TEFAP) commodities. Agencies that participate in the TEFAP program must adhere to the guidelines set forth by the “TEFAP Agreement to Participate” as well as the following:

- 1.) Agencies may not require referrals for clients to receive TEFAP food. Agencies are to distribute commodities to clients on an emergency basis. Food Pantry Recipient Applications are the only basis to determine client eligibility.
- 2.) Agencies may distribute regular donated food products along with and at the same time as TEFAP commodities. If TEFAP commodities are distributed to a client, TEFAP guidelines must be strictly adhered to, along with any other additional policies established by MFB about the receipt, handling, and distribution of this product.
- 3.) Agencies cannot require households to have lived in the area for any period before they apply for TEFAP. Homeless persons, or people who have just arrived in the area, may not be able to provide an address; this does not disqualify them from TEFAP.
- 4.) Commodities are to be distributed in original packages for household consumption only.

Repackaging of commodities is prohibited.

5.) Commodities are to be distributed within a reasonable amount of time. Excessive back-stocking of TEFAP commodities is strictly prohibited.

6.) Pantries that receive TEFAP foods are required, monthly, to report statistics.

These statistics are to be submitted to MFB by the 7th of the following month.

Example - September statistics should be submitted by October 7th.

The statistics required for this report are:

- 1- Total Households Served
- 2- Total Individuals Served
- 3- Total Newly Registered Households
- 4- Total Unduplicated Households Served

To report the statistics, while on the ordering website, you will click on the “Statistics tab and then click on “Enter Statistic”. (see screenshots below)

It is very important to enter these statistics monthly by the 7th of the month; otherwise, your agency will not receive a TEFAP allocation.

Statistics should be submitted using the online ordering portal, PWW:

The image shows two screenshots of the Mountaineer FoodBank website. The top screenshot is the login page, which features the Mountaineer FoodBank logo and a login form with fields for Agency Ref (1234), Username (example), and Password (masked with asterisks). The bottom screenshot shows the 'Enter Statistics' form, which includes a navigation bar with links to Home, Allocations, Orders, and Statistics. The form has fields for Effective Date (Month and Year), Comments, Category (Households), and Quantity (999).

7). Failure to submit monthly statistics will result in forfeiture of allocations the following month.
Ex. Failure to submit the September statistics will result in no allocations in November.

8) Agencies must sign a receipt for the USDA Foods they receive. Records of the receipts must be maintained for three years plus the current year.

9) Pantries/WVOS agencies that do not order TEFAP food for two consecutive months will be automatically removed from the TEFAP program and must request reinstatement. Mountaineer Food Bank will determine if the agency can resume distributing TEFAP foods.

10) New member agencies that request to participate in TEFAP must complete a 60-day probationary period before being considered for the program. New TEFAP/WVOS agencies will be considered on an "as needed" basis for areas/counties that lack adequate food access.

11) Agencies are prohibited from requiring proof of income. A client only has to say they meet the income guidelines (self-declaration) listed on the "Food Pantry Recipient Application" provided by TEFAP.

12) Agencies are prohibited from requiring Social Security numbers of patrons.

Retail Store Donation Program

Contact: **Mark Godwin**
 304-462-2081
 mgodwin@mountaineerfoodbank.org

Feeding America initiated the retail store donation program to facilitate a donation of food by national donors to local communities through affiliation with a Feeding America Member Food Bank. Mountaineer Food Bank acts as a member of Feeding America for 48 West Virginia Counties. The donations made by Feeding America national donors are monumental in the continuing effort to provide food for the hungry in WV. Because the Feeding America national donors are given credit for their donations, all stores must coordinate the pick-up of donated products through Mountaineer Food Bank. To take part in the retail store donation program, agencies are required to be members of Mountaineer Food Bank. Individual pantries, soup kitchens, etc. that are not member agencies of MFB are not permitted to pick up donations at Feeding America stores, e.g., Wal-Mart, Aldi, Food Lion, Kroger, etc., and are in direct violation of the contract between Feeding America and the donors. To ensure appropriate credit for Feeding America donors, MFB agencies must adhere to guidelines set forth by the Retail Store Donation Program Contract. Per the contract, Mountaineer Food Bank always acts as the liaison between Feeding America donors and MFB member agencies. MFB will assign retail store pick-ups to agencies, as necessary.

- 1.) The agency agrees to act as an extension of Mountaineer Food Bank to pick up and distribute appropriate donations from the retail store assigned by Mountaineer Food Bank.
- 2.) All donation poundage reports must be submitted each Monday (weekly) through the agency's online account. Agencies may request in writing to submit reports via phone under special circumstances only. If the agency visits a retail donor and does not receive a donation, they are to report zero pounds picked up.
- 3.) The agency agrees that all donations will be immediately taken back to their facility to be weighed and reported. The product may not be distributed in any manner at the retail store facility.
- 4.) The agency agrees that it will not solicit the retail store for additional food donations
- 5.) Partner agencies picking up refrigerated or frozen items such as meat, produce, dairy, and deli are required to maintain safe temperatures during transit.
 - a. Approved methods include temperature-controlled coolers, thermal blankets, or active temperature devices (e.g., refrigerated truck). Partner agencies are responsible for acquiring and maintaining these methods.
- 6.) If the amount of product being picked up is more than what your agency can appropriately store or distribute in a timely manner, the agency agrees to notify MFB Retail Coordinator immediately to

discuss options. **The agency is not permitted to transfer product to other agencies without approval from the Retail Coordinator, Mark Godwin, 304-462-2081.**

7.) The agency agrees that the following actions are not permitted and will lead to immediate termination of the retail store donation program.

- a. Failure to collect donations on the agreed-upon day and time, without contacting MFB.
- b. Failure to submit donation poundage reports in the appropriate time frame (weekly).
- c. Failure to exhibit professional behavior while collecting donations from retail partners.
- d. Failure to maintain donor/food bank food safety standards regarding cold chain storage and distribution of the product.

8.) In the event of significant changes in the agency's program, please notify MFB within 30 days of the change.

9.) Once your agency has been terminated from the retail pick-up program due to non-compliance all pick-ups of donations at the retail store are to immediately stop. MFB will assign another agency to that store, and the store management will be notified.

Commodity Supplemental Food Program (CSFP)

Contact: **Connie Roberts**
 304-701-2015
 croberts@mountaineerfoodbank.org

At present, MFB has 4,964 food boxes available to distribute to WV seniors monthly. We currently do not have additional boxes for agencies to be enrolled in this program. We hope to grow this program and have more boxes available in the future.

To be eligible for CSFP, you must be a resident of West Virginia, be 60 years old or older, and meet the income guidelines. The Commodity Supplemental Food Program provides eligible seniors a free, nutritionally balanced food box each month packed with up to 40 lbs. of reduced-sugar, reduced-sodium, and protein-rich shelf-stable food.

Agency Grievance Process

It is the intent of Mountaineer Food Bank to treat all agencies in a just manner. The Agency Grievance Process may be utilized by any agency that believes it has not been treated as such.

- 1.) If a terminated or suspended agency would like to begin the Agency Grievance Process, written notification from the member agency director should be addressed via certified mail to the Director of Agency Relations within 10 business days. The Director of Agency Relations will then attempt to resolve the grievance. The Director of Agency Relations will inform the MFB Executive Director of the situation and the action taken.
- 2.) If step one achieves a mutual agreement between the agency and MFB, the Director of Agency Relations will develop a written report within 15 days, which will include details of the grievance and the actions taken to resolve the grievance. The report will then be signed by appropriate representatives of both MFB and the agency, indicating mutual understanding and agreement. The Director of Agency Relations will distribute copies of the written report to the agency and the MFB Executive Director as well as place a copy in the agency's permanent file.
- 3.) If a mutual agreement cannot be reached, the agency may request a formal meeting within ten days with the Executive Director and the Director of Agency Relations to make the decision. The written request should include the details of the grievance and reasons for not accepting the resolution presented in Step 1. After the formal meeting has taken place, the Executive Director will render a decision within 15 days. Should this meeting result in a mutual agreement for all parties concerned, the Director of Agency Relations will develop a written report indicating mutual agreement and understanding and distribute it to the agency and the MFB Executive Director for signatures within 15 days. A copy of the signed report will be placed in the agency's permanent file.
- 4.) If the formal meeting between the Executive Director, Director of Agency Relations, and the agency does not result in a mutual agreement being reached, the agency will be terminated and unable to reapply for possible membership for a period of at least six months.

This decision is final, and the grievance process is complete.

Food Quality

A basic guide to package codes and dates.

The codes and dates printed on food packages have different purposes. If a food appears to be “outdated,” **it does NOT automatically mean the food is unsafe or unusable.** The USDA states that “Best By” dates are intended to tell you how long the product will retain its best flavor or quality. **It is NOT a safety date.** Foods may be eaten after the date if they have been properly stored and handled.

Code Date: Manufacturers may stamp numbers on products, so they know when and where they were produced. This is helpful if there is a recall and the food needs to be taken off the shelf.

Manufacturing or Packaging Date: Product may be stamped with a date preceded by “MFG.” This date can be used along with the recommended shelf life for guidance on how long a product will have its best flavor and quality.

Best If Used By Date: This is the date by which the product is at its highest quality, but can still be safely consumed for a period of time after the date. The length of time is dependent on the product and its storage.

Expiration Date: This is the date the manufacturer recommends the product be used by for best quality (flavor, color, texture). If stored properly, items remain safe and wholesome. However, flavor, color, and texture may change slowly.

Pull or Sell-By Date: The manufacturer recommends this be the last day the product is sold in a retail store. The product will remain safe and wholesome for a reasonable amount of time for use after purchase. The amount of time depends on the product type and storage conditions.

Freezing: Many products can be frozen to extend the acceptable storage time. Freezing a product holds it in its present state. Bacteria cannot grow in the freezer. However, freezing will not kill bacteria if it is already present.

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