

Partner Policy & Procedure Handbook



Updated February 2024

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1. Quick Reference Guide

Ordering Procedures

	Warehouse Pick-Up	Delivery
Availability	M-F 9am-3pm	M-F 8am-4pm
Appt. Length	30 minutes	30 minutes
Notice	2 business days	<u>New & One-off Deliveries:</u> 2 weeks <u>Pre-Scheduled Deliveries:</u> None needed
Ordering Window	2 business days before appt	2 business days before appt
Order Deadline	Midnight 1 business day before scheduled pick-up	Midnight 1 business day before scheduled delivery
Pick-Up Location	SLO Food Bank 1180 Kendall Rd. San Luis Obispo	N/A
Contact for Rescheduling	Kelly Boicourt kboicourt@slofoodbank.org	Kelly Boicourt kboicourt@slofoodbank.org

Primarius Web Window: slofoodbank.primarius.app/pww/Home/Login/

SLO Food Bank Contacts

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2. Introduction

The SLO Food Bank is the only countywide source of nutritious food for people in need from San Miguel to Nipomo. We work hand in hand with volunteers, donors, corporate sponsors, and community organizations to see that no one in San Luis Obispo County experiences food insecurity, malnutrition, or hunger due to poor access to healthy and nutritious food.

Mission Statement The mission of the Food Bank Coalition is to work with a network of community partners to alleviate hunger in San Luis Obispo County and build a healthier community.

Vision Statement The Vision of the Food Bank Coalition of San Luis Obispo County is that every person in the county has adequate access to nutritious food.

1. Every human being has the right to nutritious food, regardless of the reasons that they may not be able to obtain it for themselves.
2. The Food Bank's intent is not only to help make nutritious food available through our programs and agencies, but also to encourage and support each person we serve, recognizing their possible vulnerabilities and sensitivities.

3. Everyone the Food Bank serves, whether individuals, families, or agencies, deserves to be treated with kindness, respect, and dignity.
4. It is our privilege to serve without judgment.

2.1 Our History

The SLO Food Bank was founded in 1989 by a group of community members from churches and other nonprofits that wanted a better and more coordinated way to address the hunger needs of the county. During its first year of operation, the Food Bank distributed 400,000 pounds of food through 20 nonprofit and religious organizations. Today, millions of pounds of food pass in and out of the SLO Food Bank's doors each year. We work with more than 100 nonprofit and community agencies including homeless shelters, schools, recovery homes, food pantries, municipal offices, and religious groups to reach the insecure populations in our county. We also have several of our own direct distribution programs including Neighborhood Food Distributions, Senior Home Delivery Program, Children's and Seniors' Farmers Markets, and Breakfast Bags.

The SLO Food Bank works hard to make sure that we can meet the needs of our community as efficiently as possible. We rely on our extensive volunteer base. These are the people that help us pack produce bags, run public distribution sites, and assist in administrative work. Our staff members work tirelessly to keep things running smoothly and in accordance with the best practices as outlined by Feeding America guidelines.

2.2 Community Food Programs

The SLO Food Bank believes that every San Luis Obispo County resident deserves access to fresh and nutritious food. To achieve this goal, the SLO Food Bank has 10 different programs to meet the needs of the community. We understand that consistent access to nutritious food is a multi-faceted issue, so our programs include education, outreach, and hunger prevention alongside the provision of food to those in need.

Agency Partners

The SLO Food Bank maintains agency partnerships with over 70 nonprofit organizations throughout SLO County, including community pantries, churches, afterschool programs, soup kitchens, and recovery homes. While our primary role is to ensure that these nonprofits have access to affordable and wholesome food to keep their pantries stocked and meal sites open, we also work as a resource and advocacy group for this countywide hunger-relief network.

Breakfast Bags

When school is out for the summer, school meals become less accessible to students that do not attend summer school. Our Breakfast Bag program exists to help fill the consequent hunger gap for youth 18 and younger. The SLO Food Bank works with various organizations and schools throughout the county to help distribute Breakfast Bags to children that may need food assistance over the summer months. Each Breakfast Bag is a reusable drawstring backpack filled with three weeks' worth of shelf-stable, nutritious, and easy-to-prepare breakfast items.

CalFresh Outreach

In partnership with the County of SLO Social Services offices, the SLO Food Bank promotes access to CalFresh food benefits among its participants. The objective of these efforts is to bring awareness to the CalFresh program and related subprograms, identify and minimize barriers to enrollment, and assist people with the application process.

Children's Farmers' Markets

The Children's Farmers' Market program offers an interactive educational experience that allows children the opportunity to learn how to budget, navigate a farmers' market, and pick out produce, all while gathering nutritious food to take home to their families. Various bulk produce items are set up farmers' market style with signage and pricing, and children are given bags and play money (Food Bank bucks) to shop around with.

Neighborhood Food Distributions

Our Neighborhood Food Distributions are free to income-eligible recipients, open to the public, and strategically located in every community countywide. These distributions are held at a variety of sites including community centers, schools, and other public spaces and are run by SLO Food Bank staff, committed volunteers, and community partners. At these distributions, recipients can obtain a variety of foods including bags of fresh produce, bags of shelf-stable food, and meat products. Additional foods such as dairy products or bread are subject to availability.

No-Cook Bags for the Homeless Program

There is a clear need to provide nutritious food to those experiencing inconsistent housing in the county while being mindful of the challenges faced by this vulnerable population. The No-Cook Bags for the Homeless Program intends to meet this need by providing each participant a day's worth of food. The various food items in each bag are

curated to meet the unique needs of houseless individuals who may have limited access to a kitchen.

Nutrition Education Outreach

The SLO Food Bank's multifaceted nutrition education outreach program focuses on increasing participants' food literacy. Participants are given information on how to prepare the ingredients they receive through our various program outlets as well as information on how to access and make the most of other food resources. The nutrition program aims to give participants the tools they need to make healthy and informed dietary choices.

Seniors' Farmers' Markets

Many seniors live on a fixed income and face challenges with mobility, lack of transportation, and isolation. SLO Food Bank provides monthly deliveries of fresh produce to various retirement communities throughout SLO County. This produce is set up farmers' market style, and the residents of these communities are given the opportunity to choose as much produce as they would like, free of charge. This program allows for increased access to nutritious food as well as an improved sense of community for the groups of residents that attend.

Senior Home Delivery Program

The SLO Food Bank is now equipped to deliver groceries on a weekly basis directly to the homes of low-income older adults who are homebound due to access barriers or other reasons such as medical vulnerability, especially amid the Covid-19 pandemic. Through a partnership with Ride-On Transportation and Wilshire Community Services, we are ensuring that one of our most vulnerable populations can have access to nutritious food.

If you would like to facilitate or host any of the programs listed above, please contact the Partner Services Manager and they may redirect your request to the appropriate program manager or coordinator.

2.3 Our Food Sources

The SLO Food Bank relies on several different sources to make sure we can supply our Partners with a variety of nutritious foods. Fresh produce is sourced through the California Association of Food Banks (CAFB) and from local donors through our GleanSLO program. Shelf-stable, frozen, and perishable food items come from a variety of sources. Food purchases are made from vendors who specialize in work with food banks; the purchasing power we have by being able to purchase pallets or truckloads of food ensures we get the best price available. Grocery rescue also makes up a sizeable portion of the food we distribute, allowing us to divert safe and nutritious food away from waste facilities and to our neighbors in need. In-kind food donations are another source; these are primarily large-scale food donations, neighborhood food drives, and household donations.

Bulk Purchasing

The SLO Food Bank purchases staple food items in bulk from different wholesalers and suppliers to ensure that there is a wide variety of pantry and meal essentials available to Agency Partners. While this was previously only a small piece of our food procurement strategy, the COVID pandemic and related supply chain issues has made bulk purchasing

the primary strategy for ensuring that the warehouse is properly supplied to meet the needs of the SLO Food Bank's programs and our Agency Partners.

Government Support

The SLO Food Bank administers various State and Federal food assistance programs. In some cases, the food from these federal assistance programs is made available for distribution through our Agency Partners.

Networks

The SLO Food Bank participates in two wide-reaching networks: Feeding America and the California Association of Food Banks. These two groups allow us to order produce and dry goods cooperatively with other food banks.

GleanSLO

Another one of our Food Rescue programs, GleanSLO, works with local farms and homeowners to gather excess produce from their fields, orchards, and backyards for redistribution through our Agency Partners and direct distribution programs. This same team also collects leftover produce from SLO County Farmer's Markets. The produce gleaned through this program affords us the opportunity to share locally-grown produce with our community. Interested Agency Partners are eligible to receive produce through the GleanSLO program, with freshly harvested produce delivered directly to their location.

Grocery Rescue

One of our two Food Rescue programs, Grocery Rescue, is made possible by our partnerships with numerous grocery stores in the area to rescue produce, meats, dairy,

prepared foods, and shelf stable goods. Partners may be eligible to participate directly in these grocery rescues based on program size, needs, and reporting capabilities.

Food Drives

Some of our shelf-stable foods come from food drives organized by the SLO Food Bank, schools, small businesses, and other nonprofits. Large food drive campaigns allow us to maintain a consistent and varied supply of shelf-stable food items.

Despite our best efforts and varied supply strategy, the SLO Food Bank cannot guarantee the availability of certain foods. Changes in demand, donation patterns, and seasonal supply all affect the day-to-day variety of food options for Agency Partners. Because of this, we ask all Agency Partners to be aware of these limitations and to have other avenues of food procurement available to supplement their stores as needed.

3. Partner Qualifications

An “Agency Partner” is a nonprofit organization that is a member of the SLO Food Bank’s network and provides food at no cost to the children, ill, or low-income patrons it serves. To maintain the integrity and sustainability of our community partnerships, we require that all organizations meet the following qualifications before becoming an Agency Partner:

1. Primarily service to low-income families and individuals, the ill, and/or infants (people aged under 18).
2. Maintain tax-exempt Public Charity status under Section 501(c)(3) of the Internal Revenue Code of 1986.

3. Operate a program that incorporates food as part of its intended scope of services.
4. Maintain regularly scheduled or predictable hours or outreach calendar.
5. Maintain service location(s) within San Luis Obispo County boundaries.
6. Maintain the appropriate food safety training certifications required for your program.
7. Agree to biennial site visits and additional site visits as deemed necessary by SLO Food Bank staff.
8. Maintain consistent and timely submissions of monthly demographic data on people served.
9. Must distribute food for free within San Luis Obispo County to qualified individuals.
10. Adhere to all applicable Federal, State, and local regulations and statutes relating to the receiving, storing, shipping, processing, and handling of food products.

Agency-Sponsored Programs

An Agency Partner that is designated a tax-exempt Public Charity under Section 501(c)(3) of the Internal Revenue Code of 1986 may designate another organization as its agent in distributing food sourced from the SLO Food Bank. This arrangement is called an “Agency-Sponsored Program” and must meet the following requirements:

1. The Agency Partner sponsoring another organization as its agent must submit a written statement acknowledging their responsibility to enforce and uphold all the agreements of Agency Partnership with the SLO Food Bank as outlined in this Partner Policy & Procedure Handbook as well as the Partner Contract.

2. The sponsoring Agency Partner is programmatically, fiscally, and legally responsible for SLO Food Bank sourced products that are handled and distributed by the designated agency.
3. Funds used to pay handling fees must come from the sponsoring Agency Partner, and payment of these fees must be reflected in the financial records of the Agency Partner.
4. The sponsoring Agency Partner is not allowed to charge or collect any fees from Donated Products.

4. Partnership Application Process

To apply for a Partnership with the SLO Food Bank, each organization will be asked to submit the following paperwork:

- A completed and signed *Application for Partnership*
- Copy of 501(c)(3) determination letter with tax ID # / EIN
- Copy of appropriate ANSI-accredited food safety certifications
 - California Food Handler's Card
 - Food Protection Manager – only required for Meal Sites
- Copy of SLO County Food Facility Permit (only required for Full Meal Sites)
- Copies of program information documents or brochures

All the above documents may be submitted one of three ways:

- By email to kboicourt@slofoodbank.org
- By mail: SLO Food Bank, ATTN: Partner Services, 1180 Kendall Rd., San Luis Obispo, CA 93401

The Partner Services team will review your application after receipt of all required documents. If an organization does not submit all documents, then this may delay the application review process.

Following the application review, a SLO Food Bank staff member will contact the applicant to learn more about the program, the current food needs of the organization, and address any questions that arose during the review process. If the organization meets the primary partner qualifications, a Pre-Operational Site Visit will be scheduled.

Pre-Operational Site Visit

The Pre-Operational Site Visit will involve a review of your program operations, food storage and handling procedures, participation tracking protocols, and an opportunity for the SLO Food Bank staff to learn more about your organization's impacts on the community and the ways that partnership would benefit the organization and those it serves.

If any concerns are identified that could impact the qualification, ongoing compliance ability, or the safe and fair distribution of food to the organization's participants, a staff member will identify these issues and lay out which actions must be taken to establish a partnership with the SLO Food Bank. Our goal is to provide a clear pathway for any qualified organization to become a SLO Food Bank Agency Partner.

To prepare for the Pre-Operational Visit, please review "[Pre-Operational & Annual Site Visits](#)" and "[Program Requirements](#)."

Warehouse Orientation

Once a nonprofit organization has successfully completed the application review and pre-operational site visit process, representatives from the organization are invited to come to the SLO Food Bank for a Warehouse Orientation. The Warehouse Orientation includes a tour of the SLO Food Bank, an overview of the ordering and shopping appointment procedures (including scheduling their weekly shopping appointment), the billing and payment protocols, and ongoing compliance and reporting requirements. At the end of the Warehouse Orientation, the organization will sign the Partner Contract and have access to the SLO Food Bank's agency resources and benefits.

5. Partner Benefits

Through your relationship with the SLO Food Bank, we hope to continuously aid your program's access to nutritious food and explore collaborations that help facilitate our joint mission of improving food access for all SLO county residents.

Below is a complete list of benefits that a nonprofit organization enjoys by becoming a SLO Food Bank Agency Partner:

- Access to free and shared-cost nutritious foods through weekly warehouse pick-up appointments
- Access to holiday proteins at subsidized pricing
- Training and support on food safety guidelines
- Eligibility for grant-funded resource opportunities, including equipment, infrastructure, and food rescue programs

- Priority access to various SLO Food Bank-enabled programs, including Senior Farmers' Markets, Breakfast Bags, and No-Cook Bags, for qualified organizations
- Opportunities to earn money for food purchases through joint-fundraising events, including assistance from our development team
- Inclusion on the SLO Food Bank's Distribution & Resource Calendar and Food Locator
- Access to mission-oriented online resources through the Hunger-Relief Network Toolbox
- Access to attend Agency Partner Quarterly Learning Webinars hosted by the SLO Food Bank on relevant topics such as pantry best practices, programs of the SLO Food Bank, and more
- Highlights of your organization on our social media accounts and in our newsletters
- Media promotion and co-branding opportunities
- Automatic and free annual registration with SLO County's Environmental Health Services for qualified Limited Service Charitable Feeding Operations
- Local advocacy for your program and its impacts, including letters of support (at the discretion of the SLO Food Bank's CEO)
- Other benefits provided to Agency Partners through their affiliation with the SLO Food Bank as a Feeding America or California Association of Food Banks partner organization

Establishing Agency Partner status with the SLO Food Bank also enables your organization to enjoy subsidiary privileges and access provided only to organizations

affiliated with Feeding America. The SLO Food Bank is an Affiliate Food Bank of Feeding America, a national organization that provides hunger relief support to its coalition of food distributors across the United States. Through your affiliation with the SLO Food Bank, you are also a member of the Feeding America network. As a Feeding America-linked organization, all Agency Partners benefit from corporate donor opportunities, access to private grants, and wider access to local food rescue and donation options, which in turn helps us better serve our clients locally.



This affiliation with Feeding America also comes with the agreement to serve those to the best of our abilities, with particular attention made to equitable, fair, and safe food service. The SLO Food Bank utilizes respected resources and operational guidelines provided or recommended by Feeding America to guide the practices recommended or required by our Agency Partners. These operational conditions pertaining to food safety and equitable and fair food access are regularly monitored across all SLO Food Bank programs and includes the distributions carried out by our Agency Partners. By adhering to these standards and agreeing to regular audits and inspections, we collectively maintain access to numerous resources and, in turn, are better able to serve our community.

To maintain access to these benefits, Agency Partners must remain in good standing with the SLO Food Bank by adhering to the guidelines and requirements stated in the Partner Contract and detailed in this Partner Policy & Procedure Handbook. For more information on how an Agency Partner may lose its good standing with the SLO Food Bank, please see [Violations](#).

6. Procedures

The SLO Food Bank strives to provide food to all San Luis Obispo County residents that require additional assistance obtaining healthy and nutritious food. Our Agency Partners are essential collaborators to achieve this goal. To offer the best service and provide clear expectations to all our Agency Partners, we have a number of different procedures to facilitate wide-reaching and equitable distribution of food throughout the county.

6.1 Communications

All official communications, including changes to personnel, service hours, and general operations and updated official certificates, must be conducted through official channels.

These communications may be done in one of three ways:

1. Official letterhead sent by mail to the below address:

**ATTN: Partner Services
SLO Food Bank
1180 Kendall Rd.
San Luis Obispo, CA 93401**

2. Email sent to the Partner Services Manager at kboicourt@slofoodbank.org from an email tied to the organization.

6.2 Partner Contract

Each Agency Partner is required to have a Partner Contract on file. This agreement outlines the general responsibilities of both the SLO Food Bank and the Agency Partner as agreed upon by the initiation of this relationship.

The contract must be signed by the current director of the organization or parent organization. When a change in leadership occurs, it is the responsibility of the organization to have the new director review and update the Partner Contract. In the case that the Partner Contract is updated, the SLO Food Bank will be responsible for notifying all Partners of any changes. The Agency Partner will have the organization's director sign the new agreement and return it to the SLO Food Bank within a reasonable amount of time.

6.3 Partner Policy Handbook

The Partner Policy & Procedure Handbook will be accessible to all Agency Partners and may be found online on the SLO Food Bank's website on the [Hunger-Relief Network Toolbox](#) and [Agency Portal](#). Every Agency Partner must be able to access the current handbook online, store the current handbook electronically, or maintain a current handbook onsite for reference and clarification regarding program operations and policies.

6.4 Pre-Operational & Biennial Monitoring Visits

One of the last requirements that an organization must complete before becoming an Agency Partner is a Pre-Operational Site Visit. During the Pre-Operational Site Visit, a

SLO Food Bank staff member will be reviewing the program(s), general operations of the facility, and food handling and safety procedures.

Once an established Agency Partner, each organization will be visited by a member of the SLO Food Bank staff at least once every 2 years. This visit, known as the Biennial Monitoring Visit, is done to ensure that all programs stay compliant with SLO Food Bank and Feeding America requirements surrounds the safe and equitable distribution of food. An Agency Partner may be subjected to more frequent and/or unannounced site visits if numerous or serious operational or safety concerns have been identified, suspected, or reported.

Below is a list that will be reviewed by SLO Food Bank staff during a Pre-Operational or Biennial Monitoring Visit:

1. Program Information

- Style of program(s) & program-specific requirements:
 - **Residential Site** – All food is stored, distributed to, and prepared by residents and program members.
 - ServSafe® Food Handler certification of kitchen or program manager.
 - **Basic Food Pantry** – Storage and distribution of whole, uncut produce and prepackaged foods in the manufacturer’s original packaging to the public and/or program participants.
 - Does not distribute raw meat or other potentially hazardous foods (PHFs).
 - ServSafe® Food Handler certification of pantry coordinator.
 - **Expanded Food Pantry** – Storage and distribution of whole, uncut produce, prepackaged foods in the manufacturer’s original packaging, and PHFs to the public and/or program participants.

- ServSafe® Food Handler certification of pantry coordinator.
 - **Home Delivery or Direct Distribution** – Food is procured and directly delivered or distributed to participants.
 - ServSafe® Food Handler certification of distribution coordinator.
 - **Meal Site** – On-site preparation/distribution of ready-to-eat meals in a commercial kitchen intended for immediate consumption.
 - ServSafe® Food Protection Manager certification for kitchen/meal site supervisor.
 - ServSafe® Food Handler certification recommended for all employees and volunteers preparing and serving food.
 - Food Facility Permit held with Environmental Health Services.
- General operations
 - Populations supported by the Agency Partner
 - Hours of operation
 - Food assistance programming
 - Funding information
 - Current source(s) of food
 - Steps taken to ensure fair distribution of food to all patrons regardless of their race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran, or as otherwise prohibited under the current USDA nondiscrimination statement
 - Requirements and qualifications for food service
 - Method used for tracking number and age of participants (required for Monthly Statistics)

2. Food Safety

- Verification of required ServSafe® certifications, which are publicly displayed

- Handwashing station with hot water, single-use towels, and soap
- Presence of a hand washing informational poster in the restroom
- Storage of nonperishable foods at least 6 inches off the floor
- Stock rotation procedures
- Appropriate storage and labeling of toxic items and cleaning products
- Cleanliness of refrigerators and freezers
- Proper cold storage of food items (e.g. raw meats below prepared foods)
- Labeling of perishable foods with expiration date
- Measurement and tracking of cold storage temperatures using a thermometer and temperature logs (available in the [References and Resource Links](#) section as well as the [Hunger-Relief Network Toolbox](#) on our website)
- Use of appropriate storage shelves and cabinets for dry storage
- Cleanliness and sanitation of all food storage and preparation surfaces
- Transportation of all cold food items in coolers with ice/cold packs or with an ice blanket

3. Facility Review

- General cleanliness of surfaces, walls, and floors
- Pest control methods
- Sufficient lighting and visibility
- Trash disposal methods
- Cleanliness, stocking, and general state of the restroom

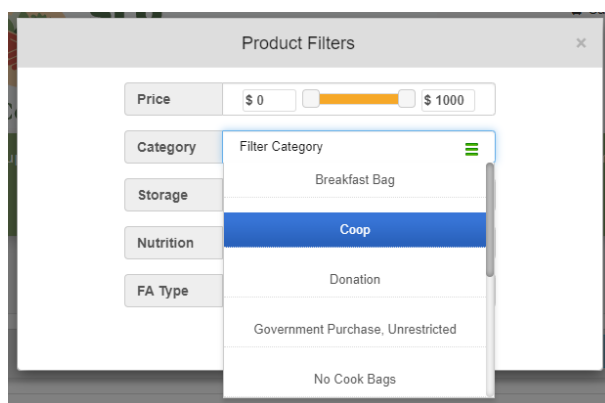
A full list of all standards reviewed during a monitoring visit may be found in the [Site Self-Assessment Checklist](#), which is available in the [References and Resource Links](#) section as well as the [Hunger-Relief Network Toolbox](#) on our website.

6.5 Shared Costs

The SLO Food Bank does charge Agency Partners a shared cost for two types of items: co-op items and shared maintenance fee items.

Co-Op Items

Co-op items, or cooperative buy-in items, are any products that the SLO Food Bank has purchased on the open market and then provides at-cost to Agency Partners. We prioritize purchasing staples that are regularly stocked and used by the various pantries and meal sites we serve. These products may be viewed on the PWW Catalog by filtering for the “Coop” category using the Product Filters, as shown in the figure to the right.



Shared Maintenance Fee Items

Some products available to Agency Partners through the SLO Food Bank are considered shared maintenance fee applicable under Feeding America guidelines. Generally, these are any food or non-food items that require SLO Food Bank staff to sort, itemize, store, and distribute prior to reallocation to Agency Partners.

Below is a list of shared maintenance fee items available and their shared cost per pound (as of 5/1/2023):

- **Dairy** (\$0.00/lb) – milk, yogurt, sour cream, butter, margarine, and cheeses
- **Bread & pastries** (\$0.00/lb) – fresh bread and baked goods
- **Produce** (\$0.00/lb) – all fresh fruit and vegetables
- **Meat & seafood** (\$0.19/lb) – meat, poultry, seafood, and deli meats

- **Shelf-stable rescue (SSR) items** (\$0.19/lb) – frozen foods, canned goods, dry goods, etc.
- **Non-food rescue items** (\$0.19/lb) – diapers, pet products, personal care products, cleaning supplies, paper goods, etc.

Grant-Funded Products

The SLO Food Bank regularly pursues funds for food through various grants and gift opportunities. When these opportunities arise, the foods purchased using these funds are available at no-cost to Agency Partners. These products span all the categories available through the Product Filters and may be only identified by the \$0.00/case cost.

6.6 Product Allocation & Agency Size

The SLO Food Bank does its best to distribute both food and non-food items to its Agency Partners in a fair and equitable way. Because of this, Agency Partners serving more people or providing services to a specific demographic of disproportional need will receive priority for items that are in limited supply. For example, the SLO Food Bank may prioritize distributing diapers to women’s shelters over other programs.

Agency Partners are labeled with a certain size designation that is determined by the average number of people and households their program serves each month. This average number is recorded through the agency’s monthly reports. The Agency Size designation (either Small, Medium, Large, or Extra Large) helps the SLO Food Bank equitably allocate our inventory based on the needs of each agency. The amount of each product an agency can order from our warehouse is based on this size designation.

Below is a list of Agency Size designations and the requirements to meet these designations:

Agency Size	Community Impact	
	(Must meet one or the other of these minimum number served)	
	Min. # of People Served	Min. # of Households Served
Small	0 people per month	0 households per month
Medium	50 people per month	15 households per month
Large	200 people per month	65 households per month
Extra Large	800 people per month	300 households per month

These designations are re-evaluated on a biannual basis, though an Agency Partner may request a re-evaluation sooner than that if their community impact has significantly increased. For Agency Partners that have specific seasons or months of distribution, the Agency Size designation will only be based on the average numbers served during months of active service.

6.7 Warehouse Appointment

The warehouse is the main hub of all SLO Food Bank activities including food procurement. Agency Partners can come to the warehouse and pick-up nutritious produce, breads, proteins, and shelf-stable goods for distribution at their pantry, meal site, or residential program. Due to the busy nature of our warehouse, all agency pick-ups are by appointment only. Each appointment is a 30-minute window scheduled between 9:00am and 3:00pm, Monday through Friday. All aspects of warehouse shopping (arrival, check-in, loading, and check-out) must be completed within the 30-minute shopping appointment window. Appointments may be recurring on a weekly or fortnightly basis.

Scheduling a Warehouse Appointment

To schedule a warehouse appointment, an Agency Partner must contact the Partner Services team to pick up an order directly from the Food Bank warehouse in San Luis Obispo. Pick-ups from the warehouse are by appointment only. A 24-hour notice is required if an organization must make a new warehouse appointment or cancel their existing one. Early arrivals will not be able to shop until their assigned shopping time unless previous arrangements have been made with the Partner Services team.

Warehouse Pickup Procedures

We have established safety and efficiency protocols designed to streamline our operations. Our committed team is here to support you in various ways, including gathering additional food items available at the door and ensuring the accuracy of your orders. These procedures are implemented with the goal of optimizing operations while maintaining a strong focus on safety.

- Agency representatives must load their orders into their vehicles; our staff won't lift or load food into agency vehicles.
- Sorting food at the pick-up door is not allowed at the agency door or in the parking lot of the SLO Food Bank.
- Your agency's entire food order must be picked up at one time within your agency's allotted half-hour appointment unless arranged with the Partner Services Manager ahead of time.
- Anyone in the warehouse is required to always wear closed-toe shoes.
- No outside food or drink is permitted inside the warehouse except water.
- Children under 16 years of age are not permitted in the warehouse during the appointment.

- No pets are allowed in the warehouse, except for service animals.
- All Agency Partner representatives must be courteous and respectful to SLO Food Bank staff, volunteers, and other Agency Partner representatives.
- Agency Partners are responsible for supplying their own boxes, bags, and coolers when transporting food.

Tardiness and Absenteeism

The Agency Pick-up door at the SLO Food Bank is always busy servicing both Agency Partners and other organizations participating in SLO Food Bank programs. To help the SLO Food Bank staff serve every organization to the best of their ability, Agency Partners are strongly encouraged to arrive on-time to their appointment. If circumstances cause an Agency Partner to be unable to arrive at their given appointment time, the authorized shopper and/or main contact for that account should notify the Warehouse Coordinator or the Partner Services Manager as soon as possible.

In the case that an Agency Partner is habitually late or entirely absent during their appointment slot without prior notification and/or coordination with the Warehouse Coordinator, SLO Food Bank staff may temporarily suspend the account of the Agency Partner.

6.8 Placing an Order

An Agency Partner must place their order through Primarius Web Window (PWW), the online-based inventory system used by the SLO Food Bank, during the appropriate ordering window for the Agency Partner's assigned pick-up or delivery day.

Primarius Web Window

Please see the **Primarius Guide for Agency Partners** which is available in the [References and Resource Links](#) section as well as the [Hunger-Relief Network Toolbox](#) on our website to learn how to review available inventory, place an order, view order status, and review previous orders.

Ordering Window

An order must be placed during the Ordering Window specific to an Agency's assigned pick-up or delivery day. The Ordering Window opens two days before the pick-up/delivery day and closes the midnight one full business day before the pick-up/delivery day. For example, the Ordering Window for an Agency Partner with a Thursday shopping appointment would open at 12:01am Tuesday morning and close at 11:59pm Tuesday night. To allow each Agency Partner sufficient time to order, the Ordering Window may be extended when the window overlaps with a weekend.

Below is a graphic that depicts the Ordering Windows for each pick-up/delivery day:

PWW Ordering Windows for Agency Partners

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Monday Pickup or Delivery	Order Ready for Pickup/Delivery			Agency Places Order	Order Built	CLOSED	
Tuesday Pickup or Delivery	Order Built	Order Ready for Pickup/Delivery			Agency Places Order	CLOSED	
Wednesday Pickup or Delivery	Agency Places Order	Order Built	Order Ready for Pickup/Delivery			CLOSED	
Thursday Pickup or Delivery		Agency Places Order	Order Built	Order Ready for Pickup/Delivery		CLOSED	
Friday Pickup or Delivery			Agency Places Order	Order Built	Order Ready for Pickup/Delivery	CLOSED	

Questions? Please contact Kelly Boicourt, Partner Services Manager, 805-835-9924, kboicourt@slofoodbank.org.

Updated 12/29/2023

Since the Ordering Window extends past regular office hours of the SLO Food Bank, Agency Partners should not expect any member of the SLO Food Bank staff to answer questions about their order or assist with technical difficulties before 8:00am or after 3:00pm on weekdays.

Order Changes

To make any adjustments to an order after submission, please contact the Partner Services Team. If the adjustment request is made during the Ordering Window, then the request may be honored, subject to product availability. If the adjustment request is made after the Ordering Window, i.e. less than 1 full business day before the scheduled pick-up/delivery day, the Partner Services Team may determine whether to meet the request based on the availability of staff and volunteers and on product availability.

Order Cancellation

In the case that the Agency Partner has submitted an order and is no longer able to pick up that order, the Agency Partner must notify the SLO Food Bank by email or phone

before their assigned appointment time. If an Agency Partner fails to notify by their appointment time, this is considered a “no-show.” If an Agency Partner has 3 no-shows during a calendar year, the Agency Partner’s account may be temporarily suspended for up to 3 months at the discretion of SLO Food Bank staff.

Authorized Shoppers

Each Agency Partner will be asked to designate representatives that they authorize to order and pick up and select food for their organization, called Authorized Shoppers. To ensure the integrity of the program and the safety of Food Bank staff and volunteers, only these Authorized Shoppers are permitted to pick up product on behalf of an Agency Partner from the warehouse during their appointment time.

To identify an individual as an Authorized Shopper for your organization, add that person’s information as a Contact for your account via PWW and assign the *Authorized Shopper* role to their profile.

Pick-Up

At the time of the appointment, the Authorized Shopper can park their vehicle on the western side of the Food Bank warehouse in front of the roll-up door with the sign that reads “Agency Pick-Up.” After parking, please ring the doorbell on the western door and the Warehouse Coordinator will permit the Authorized Shopper(s) to enter and proceed with an appointment.

Each Agency Partner must bring their own boxes, coolers, and other containers to transport their procured items back to their organization’s site while following the appropriate food safety practices.

6.9 Agency Deliveries

Agencies may qualify to receive deliveries at no-charge when their order meets the minimum weight requirements and with prior coordination with the Partner Services Manager. Agency deliveries may be as-needed or recurring based on the needs of the Agency Partner and the availability of SLO Food Bank staff and equipment.

Delivery Weight Minimums

To qualify for a delivery, an Agency Partner must meet certain weight limits on either a per order or per month basis (for recurring deliveries).

Recurring Deliveries

To create a consistent delivery schedule that is predictable for the staff and volunteers of both SLO Food Bank staff and the Agency Partner, the minimum weight requirements for a regularly recurring delivery are determined by the weight received by the Agency Partner monthly through the SLO Food Bank and its community programs. The chart to the right shows the minimum monthly weights that an

Frequency	Minimum Monthly Poundage
Weekly	5,000lb
Bimonthly*	2,400lb
Monthly	1,200lb

Agency Partner must be receiving from the SLO Food Bank to qualify for recurring deliveries.

*In this case, bimonthly means deliveries every 1st & 3rd or 2nd & 4th weeks of the month.

This monthly weight is calculated by the total weight received by an Agency Partner from the SLO Food Bank and its community programs and does not include the weight of the product received through the organization’s own Agency-Direct Rescue efforts. Agency Partners are encouraged to choose either recurring deliveries or warehouse pick-up appointments, but exceptions may be made at the discretion of SLO Food Bank staff.

Monthly poundage will be evaluated at the end of each month to verify an Agency Partner's continued qualification to receive recurring deliveries of a certain frequency. In the case that an Agency Partner is receiving below the minimum monthly poundage, they will be notified by the SLO Food Bank staff and asked to increase their poundage for the next month. If the Agency Partner does not meet the minimum monthly poundage requirement two months in a row, they will be asked to either reduce the frequency of their deliveries or return to weekly warehouse pick-ups.

Accessory Deliveries

An Agency Partner may also request an order to be delivered in conjunction with the delivery of an existing non-Partner Services program, called an *accessory delivery*. In these circumstances, an Agency Partner may request to receive their agency account order with the same delivery provided that the order weighs at least 500lb according to the PWW weight estimate.

For example, if there is a previously scheduled drop-off for a Neighborhood Food Distribution at an agency location, then the agency may request that their agency account order be included with that same delivery provided that the order is over 500lb. In these circumstances, the Agency Partner must notify the Partner Services Manager of this request 2 weeks before the delivery date.

Combining Deliveries from Multiple Agency Partners

Multiple Agency Partners can combine their orders to meet the minimum delivery weight requirements for recurring or one-time deliveries. These orders must be delivered to the same location and be coordinated with the Partner Services Manager at least 2 weeks before the requested delivery date.

Requesting a Delivery

To schedule a new, *recurring delivery*, the Agency Partner must contact the Partner Services Manager with a minimum 2 weeks notice prior to the first requested delivery date. Recurring deliveries may be on whatever predictable schedule mutually works for both the Agency Partner and the SLO Food Bank if it is no more than once per week. The SLO Food Bank will make best efforts to continue regularly scheduled Agency Partner deliveries, however, the day and time of recurring deliveries are at the discretion of the SLO Food Bank. Delivery capacity may be affected by truck routes, staff, and seasonal changes.

A delivery request may be denied by SLO Food Bank staff regardless of whether the order otherwise qualifies for delivery in the case that the delivery is unable to be serviced due to SLO Food Bank equipment and staff availability. In the case that there are more recurring delivery requests than can be met by SLO Food Bank staff, the requesting Agency Partners will be placed on a waiting list.

Ordering a Delivery

Once a delivery has been arranged through the Partner Services Manager, an Agency Partner may place their order through PWW during the normal ordering window. During check-out, please verify that the “Is Delivery” box is selected on the PWW *Check-Out* screen. If this is not selected, please contact the Partner Services Manager as this option must be changed by a SLO Food Bank staff member.

Re-Scheduling a Recurring Delivery

In the case that a recurring delivery must be re-scheduled by an Agency Partner, either one time or on an ongoing basis, please contact the Partner Services Manager.

When the SLO Food Bank is closed in observation of a national holiday, the Partner Services Manager will coordinate directly with an Agency Partner to reschedule their delivery.

Delivery Procedures

Delivery procedures to help the SLO Food Bank prioritize efficiency, maintain consistent delivery schedules, and better accommodate expansion efforts, route adjustments, holiday reschedules, and holiday meats deliveries. They are designed to ensure both efficiency and safety while providing consistent guidelines.

- Unloading palletized Agency Partner orders is the responsibility of your agency and your volunteers/staff. Our drivers will not be unpacking nor unloading cased products nor produce from agency delivery orders.
- Banana Boxes: The SLO Food Bank does not have capacity to bring back empty banana boxes on our trucks. We ask that Agency Partners reuse or dispose of empty banana boxes at your own site, or your agency returns empty banana boxes to the SLO Food Bank warehouse in your agency's vehicle.
- Milk Crates: Our team will pick up empty milk crates from the prior week's delivery. We cannot guarantee that our team can take any milk crates from the current delivery.
- Pallets: Our team will not be waiting for the entire agency order to be unpacked to bring back empty pallets.
 - Your agency is welcome to keep the pallets for your own use or dispose of them.
 - If there are empty pallets from the prior week's delivery, our team can collect empty pallets at the discretion of the driver depending on the truck

route for that day. We cannot guarantee that our team will always have capacity to return pallets even from the week before.

- Pick List: Our Partner Services team will be emailing a “Pick List” to all Agency Partner receiving deliveries a day before your delivery, so your agency has an order list to double check and verify your order upon arrival and as your agency unloads.

6.10 Order Errors

If there is any issue with your order, please contact the SLO Food Bank within 24 hours of picking up or receiving your order. It is the responsibility of the Authorized Shopper to verify that the order being received is complete and correct compared to the corresponding invoice. If an Agency Partner received damaged or incorrect food items, they may be eligible for exchange or account credit reimbursement.

6.11 Payment Guidelines

At the completion of each transaction, an Agency Partner will have access via PWW to an invoice detailing the items and/or services received through the SLO Food Bank through the “My Documents” tab. On the first of each month, an Agency Partner will receive an automatically produced and issued monthly statement for the preceding month.

Payment Terms

Payment for the services and goods rendered will be due 30 days following the receipt of the monthly statement. After 30 days of non- or insufficient payment, the Agency Partner will be given notice that payment is overdue and late, though access to goods and services will remain unaffected. After 60 days of non- or insufficient payment, the Agency Partner

will only be able to access products and services that are available to all Agency Partners at no cost. After 90 days of non- or insufficient payment, the Agency Partner will no longer have access to any of the SLO Food Bank’s resources until the Agency Partner’s payment obligations are met in full.

This same information is shared in the table below:

Days Past Statement Date	Account Impacts
0 to 29 days	None – account in good standing
30 to 59 days	Email notification of past due payment
60 to 89 days	Account access limited to food available at no-cost only
90+ days	Account suspended

If there is an extenuating circumstance that prevents the Agency Partner from meeting their accrued debt to the SLO Food Bank and the Agency Partner still requires access to SLO Food Bank resources, the organization may file a request to the Chief Executive Officer for an extension of their payment terms and/or continued access to SLO Food Bank resources despite non-payment.

No prepayments are accepted nor are any credits maintained by the SLO Food Bank. In the case that a donation is made to the SLO Food Bank on behalf of one of its Agency Partners, that payment will be sent to the Agency Partner.

Payment Options

Agency Partners are encouraged to make regular payments following the receipt of the monthly statement. The SLO Food Bank accepts payments through the following methods:

- Check
- Money order
- Cash in a completed designated envelope

For all checks and money orders, please indicate the Agency Reference Code and invoice numbers and/or monthly statement date in the memo line.

Payments may be either mailed to **ATTN: Partner Services, SLO Food Bank, 1180 Kendall Rd., San Luis Obispo, CA 93401** or dropped off in the secure **Agency Payment Box** located near the Agency Pick-Up door.

The SLO Food Bank is currently unable to accept credit/debit card payments.

Returned Check Policy

In the case that a check is returned for insufficient funds, the SLO Food Bank will notify the organization to rectify the issue. If a second check is returned at any point, then the Food Bank will only accept money orders, cashier's checks, or cash for all future payments.

Joint-Fundraising Opportunities

The SLO Food Bank offers its Agency Partners joint-fundraising opportunities throughout the year to enable organizations the ability to fundraise for their nonprofit's unique needs. Within 60 days of the conclusion of each event, the SLO Food Bank will

distribute funds to the participating Agencies by check. These distributed funds are intended to be used only for purchases and/or operational needs that directly contribute to hunger-relief efforts within SLO County. A Restricted Gift Agreement will accompany the check and will need to be signed by the recipient Agency Partner's Executive or Director and promptly returned.

7. Agency Direct Rescue

7.1 History

The Food Rescue Team at SLO Food Bank coordinates food rescue efforts for all Agency Partners participating in rescue from grocery stores and other businesses and government entities with excess food to donate. Historically, Agency Partners rescued food from local stores without support from the food bank, and some of the organizations that pioneered grocery rescue efforts are still rescuing today. SLO Food Bank Partner Services began to document Agency Partner rescue efforts in 2018 for a “big picture” perspective on rescue in SLO County. The objective was to draw from collective experience to create a formal system for food rescue in the interest of increasing participation, documenting progress to garner support, and ensure safe handling of rescued food.

In 2020, the Food Rescue Manager position was created in response to a California law mandating the donation of edible food by grocery stores and other excess edible food generators. This mandate increased food rescue opportunities for SLO Food Bank and Agency Partners and ordered organized documentation and reporting on collections

(more about this law in [Section 7.5, SB 1383](#)). The objective of the Food Rescue Team, with respect to SB 1383, is to maximize community impact of these growing opportunities by connecting interested Agency Partners to donors of edible food and offer support in fostering productive and lasting donor relationships.

7.2 Food Rescue Program Overview

The following is a list of the general steps of agency direct food rescue.

1. **Agency/Donor Partnerships:** Participating Agency Partners are paired with local edible food donors with a set schedule for weekly rescue.
2. **Weekly Pickups:** A pickup schedule is determined based on the availability of donations, agency partner capacity for storage/distribution, and availability of agency staff or volunteers to perform pickup.
3. **Sorting & Weighing:** Once donations are collected, they are transported back to the organization, sorted, weighed, and stored or immediately distributed. Weights are documented for reporting purposes.
4. **Distribution:** Donated food is distributed through Agency Partner pantries and meal programs.
5. **Reporting:** Weights of donated food are documented and submitted to SLO Food Bank on a weekly basis through Primarius (also known as P2, or PWW).

Agency/Donor Partnerships

Agency Partners are paired with local donors according to geographic location, schedule, and as much as possible, aligning typically donated products with the needs of the Agency Partners and their participants.

When a rescue opportunity becomes available, eligible* Agency Partners in the area will be notified with a description of the donor profile, schedule, and typical donation types/weight range. These notifications are often offered on a first come first served basis, giving priority to the first interested agency whose needs and availability align with the donation offered.

*Eligibility for additional rescue is determined based on an Agency Partners reporting history, and capacity to store/distribute donated product. Agencies with chronic reporting issues will be ineligible for additional rescue until a reliable reporting record has been established. Please see [Agency Direct Rescue Reporting](#) for more details on reporting requirements.

Food Rescue Pickups

It is expected that Agency Partners participating in the Food Rescue Program adhere to the scheduled days and times as documented and agreed upon with each donor. If an Agency Partner knows, or has reason to expect, that a deviation may occur they are required to notify a member of the Food Rescue Team, as far in advance as possible. *If an Agency Partner is unable to perform a regularly scheduled pickup, the Food Rescue Team will work to find a substitution in the interest of maintaining a reliable collection schedule for the donor.*

Each Donor is asked to designate a point of contact for collecting Agency Partners to connect with upon arrival for a pickup. This is often a person in the receiving department. The point of contact will train the collecting Agency Partner on the process for collecting, which will be unique for every donor.

Agencies are encouraged to do a general scan of the donated product during the loading process to identify any inedible donations to decline “on-site” if needed. Once loaded, donations are transported to the Agency Partner location on the most direct route possible using passive cooling techniques (thermal blankets/coolers) for perishable items. It is recommended that donations are sorted and weighed immediately, then stored in temperature appropriate facilities.

Sorting and Weighing Process

Upon arrival at the Agency Partner location donated product must be sorted and weighed for reporting. Donations are to be sorted into eight designated categories with a weight documented for each applicable category. Any items deemed unfit for distribution during the sorting process should be documented separately in the “Waste” category, making certain the weight is not also counted in the category under which it was originally sorted. For a template to aid in documenting rescue weights by category please refer to the [Agency Direct Rescue Reporting Sheet](#). More information on waste documentation can be found in the [Declining Donations & Documenting Waste](#) document. These and more supporting documents can be found in the [Food Rescue Toolbox](#) on the SLO Food Bank website.

Please view [Agency Direct Rescue Reporting](#) for more information, and refer to the [Primarius Guide For Agency Partners](#) for instructions on ADR reporting in Primarius.

How to Begin Food Rescue

Eligibility

Agency Direct Rescue is a program offered through the SLO Food Bank to active

Agency Partners in good standing. To be in good standing an Agency Partner must be up to date with reporting requirements, agency payments and account receivables, and in compliance with food program operations including but not limited to food safety certifications and Agency Partner site visits to be eligible for participation in the program.

A newly onboarded agency interested in starting Agency Direct Rescue will be required to maintain a record of good standing for a minimum of three months before eligible to participate in the program.

If an Agency Partner participating in ADR has their account suspended, their pickups may be temporarily reassigned until they return to good standing. Additionally, if Agency Partnership is terminated for any reason, the Agency will no longer be eligible to participate in the ADR program. If an Agency reapplies for partnership after termination, they must be in good standing with all requirements, as stated above, for a period of three months before eligible to re-enroll in the ADR program and be considered for new donor partnerships.

Beginning Participation for Eligible Agencies

An Agency Partner interested in participating in the Food Rescue Program can contact the Food Rescue Team (foodrescue@slofoodbank.org) to determine if food rescue is a good fit for their organization.

Determination is based on eligibility, as well as resources available to the agency; capacity for collecting, storing, and reporting rescued food; and opportunities available for donor partnerships.

Agencies fit for participation can schedule a **Rescue Capacity Site Visit** for a member of the Food Rescue Team to come and assess capacity for food rescue including space for dry storage, refrigeration and freezer space, equipment needs, and ability to perform rescue.

When an Agency is equipped and ready to begin rescue, they must read and sign an [Agency Direct Rescue Agreement](#) which outlines requirements to participate in the program. Additionally, as part of this agreement, each Agency Partner will need to designate agency representatives to be in charge of food rescue scheduling and food rescue reporting.

7.3 Sub-Distribution of Excess Food Rescue

Inter-Agency Sharing

Agency Partners performing food rescue may find at times they have rescued more food than they are able to distribute through their pantry or meal site before spoiling. When this happens, Agencies are permitted to “sub-distribute” excess rescued food to other Agency Partners within the SLO Food Bank network. Please see the [Agency Partner Directory](#) for contact information and distribution schedules for all Agency Partners within the SLO Food Bank network.

Sub distribution outside of the SLO Food Bank network is prohibited due to our inability to monitor food handling and distribution processes of organizations not under the purview of SLO Food Bank. By keeping rescued food within our network, we are able to assure Donors that their food is being handled safely, distributed equitably to those in need, and reported as required by contract and/or law.

Reporting “Sub-Distributed” Food Rescue

Reporting of rescued product is the responsibility of the Agency Partner which performed the initial collection. This applies to product dropped off to a different Agency before returning from a rescue, as well as product that returns to the collecting Agency and is later sent out for sub-distribution. In either case the Agency receiving the “sub-distributed” product is not responsible for reporting.

Agencies performing “sub-distribution” of rescued product are required to document the name and contact information of all organizations receiving excess product, including any organizations outside of the SLO Food Bank network if applicable. This documentation is required to communicate in the event of a “product recall” in which an Agency may have rescued potentially hazardous food.

7.4 Food Recovery Contracts

Agency Partners

Each Agency Partner participating in the food rescue program is required to sign an [Agency Direct Rescue Agreement](#) which outlines the requirements for participation in the program. Among other things, this contract includes reporting, safe food handling, and communication requirements. This contract must be in place before an Agency Partner begins rescue.

Donors

SLO Food Bank establishes partnerships with grocery stores and other edible food generators which have an agreement with Feeding America or are required to donate under the laws of SB 1383. A Memorandum of Understanding (or MOU) is established

between the SLO Food Bank and each donating entity which documents requirements for each party to maintain a productive food recovery partnership. It includes agreements regarding communications, safe food handling practices, and reporting.

A note on donor contracts: The Memorandum of Understanding (also referred to as the *Food Recovery Contract*) does **not** contain language dictating the amount, or type, of donations a donor must offer as part of the agreement. Food Recovery Organizations do not have control over what is offered up for donation, but they do have the right to decline any product they are unable to distribute.

Agency Partners are not permitted to enter in to, or sign, food rescue contracts directly with donors. As the entity responsible for maintaining records, and submitting reporting, the SLO Food Bank is the party required to agree to, sign, and maintain records of food rescue contracts on behalf of all Agency Partners rescuing. If a donor requests completion of a food rescue contract or agreement, Agency Partners are required to direct them to the Food Rescue Manager. *The only exception being a food rescue contract between an Agency Partner and a donor for a partnership which is not supported by, and doesn't require reporting through, SLO Food Bank.*

7.5 Reporting Requirements

The SLO Food Bank is required to submit reporting of food rescue activities as an Affiliate Food Bank under Feeding America, and to the State of California under the Edible Food Recovery requirements for SB 1383. This means we are required to report collections from stores which have a partnership with Feeding America, and stores which are designated as “Generators” under SB 1383. Collections from smaller stores,

and restaurants, which do not fall under at least one of these categories, do not require reporting to SLO Food Bank, however, Agency Partners are encouraged to keep records of these donations for internal documentation purposes.

Reporting to Feeding America

As an Affiliate Food Bank under Feeding America, the SLO Food Bank submits monthly reporting to our Parent entity, the Santa Barbara Food Bank. These reports are due on the 4th of each month for the previous month. Weights submitted to the Santa Barbara Food Bank are then submitted to Feeding America which in turn reports back to the corporate entities of the stores from which food was rescued for tax purposes and internal documentation. For this reason, it is important that rescued food is reported promptly and accurately to maintain productive rescue relationships with donors.

Reporting Requirements Under SB 1383

Although not required to *collect* edible food donations, Agency Partners who do collect are required to *report* weights of those collections. SLO Food Bank, as the coordinating entity, is responsible for collecting reporting from Agency Partners, and submitting data to the Integrated Waste Management Authority (IWMA), which in turn reports to CalRecycle on a biennial basis. These reports are used to monitor progress towards the organic diversion goals of SB 1383.

Reporting Reminders

Agency Partners are responsible for submitting ADR reporting on a weekly basis. We recognize that many Agency Partner staff are volunteers and have responsibilities in addition to reporting ADR. For this reason, we send periodic reminders to maintain

accurate and timely reporting. The following reminders will be sent via email to the ADR Data Entry contact for Agency Partners performing rescue.

End of month reminder: SLO Food Bank is responsible for submitting a report to Feeding America by the 4th of each month for the previous month's rescue. To ensure reporting is as accurate as possible, your Food Rescue Team will send a reminder at least two days prior to the deadline for data submission that month. The deadline will vary depending on the day of the week the report is due.

If, by the monthly reporting deadline, an Agency has one week or more of missing reports, they will be contacted to submit reports as soon as possible.

Any ADR reporting submitted after the monthly reporting deadline (as specified above) is considered late and will not be included in that month's report to Feeding America.

***Example:** If the deadline for February submissions is March 3rd, any February reports submitted after March 3rd are considered late.*

Penalties for Late Reporting

Our partnership under Feeding America supports food rescue from corporate partners that we wouldn't otherwise have access to, and reporting is the cornerstone of these partnerships. As corporate donors rely on accurate reporting for tax purposes, we are contractually obligated to provide timely, accurate reporting and do our due diligence to address any issues of non-reporting.

To this end, if an Agency Partner is habitually late or absent in report submissions, resulting in inaccurate reporting of donations to Feeding America, SLO Food Bank will

be obligated to notify the stores from which the Agency Partner is collecting, at which point they will be given the option to request pairing with an Agency Partner in good standing with reporting.

7.6 Edible Food Recovery Under Senate Bill 1383

Overview

SB 1383 (California Short-Lived Climate Pollutant Reduction Law) is legislation with the overarching goal to reduce methane emissions by establishing targets to reduce organic waste disposal in California landfills. Specific targets include a 50% reduction by 2020 and a 75% reduction by 2025, as well as an increase in edible food recovery by 20% by 2025. To achieve this goal, businesses that generate food (also known as commercial edible food generators, or CEFGs) will be required to start donating the maximum amount of surplus edible food fit for human consumption by the date determined for their designated tier of implementation.

Tier 1 donors, mandated to begin donating in January of 2022, typically have more pre-packaged food donations and include Grocery Stores/Supermarkets as well as Food Distributors and Wholesale Food Vendors. Tier 2 donors, mandated to begin donating in January of 2024, typically have more prepared foods to donate which often require careful handling to meet food safety requirements. Tier 2 donors include, among others on the list, Education Facilities, Restaurants and Hotels, and Health Facilities.

It's important to note that, while generators are required to donate surplus edible food under 1383, food recovery organizations (such as the SLO Food Bank and Agency Partners) are not required by law to recover donated food. The only requirement for

food recovery organizations is to maintain records of partnerships and report collections. More information on SB 1383 can be found on the CalRecycle website.

Please see direct links below for specific topics:

[1383 General Information](#)

[Edible Food Recovery under SB 1383](#)

[Edible Food Recovery FAQ](#)

[Tier 1 & 2 Generator Information](#)

8. Reporting

Record keeping is an essential task for any nonprofit. Maintaining accurate records can show the measurable impacts of a program, allowing that program to apply for grants, attract donors, and remain in compliance with any overseeing organizations. The SLO Food Bank is a Feeding America Affiliate Food Bank and, therefore, subject to the compliance guidelines of Feeding America. As an Affiliate member, the SLO Food Bank and its Agency Partners must maintain participation records to remain in good standing with Feeding America and maintain access to resources that benefit the Partners and patrons we serve.

8.1 Statistics

Every Agency Partner is required to submit Statistics regarding their program's community impact on a monthly basis. This monthly report captures the number of participating households and individuals served by an Agency Partner, the age demographics of those served, and, for pantries and meal sites, the number of days food assistance is offered. The SLO Food Bank uses this information to report SLO County

hunger needs, determine community need, prioritize resources, identify potential programmatic collaborations and partnerships, and allocate population-specific foods and resources. Neither the SLO Food Bank nor Feeding America requires any form of participant identification.

The **Statistics** tab on Primarius/PWW is where Agency Partners submit their monthly reports. Statistics must be submitted monthly to maintain consistent access to SLO Food Bank products. The statistics submission window for each month opens 7 days before the end of that month and closes at midnight on the 7th day of the next month.

Here is a list of the types of statistics each agency is expected to report based on the type of food service program they provide:

Pantry	Meal Site	Residential
A) Total # of Families/ Households Served	A) Total # of Families/ Households Served	A) Total # of Families/ Households Served
B) Total # of People Served	B) Total # of People Served	B) Total # of People Served
C) Total # of Young Children Served (Age 0-5)	C) Total # of Young Children Served (Age 0-5)	C) Total # of Young Children Served (Age 0-5)
D) Total # of School-Aged Children Served (Age 6-17)	D) Total # of School-Aged Children Served (Age 6-17)	D) Total # of School-Aged Children Served (Age 6-17)
E) Total # of Adults Served (Age 18-59)	E) Total # of Adults Served (Age 18-59)	E) Total # of Adults Served (Age 18-59)
F) Total # of Seniors Served (Age 60 and above)	F) Total # of Seniors Served (Age 60 and above)	F) Total # of Seniors Served (Age 60 and above)
G) # of Days Groceries Were Distributed to the Public	I) # of Days Meals Were Served to the Public	K) Name of Person Submitting Statistics
H) # of Days Groceries Were Distributed to Program Participants	J) # of Days Meals Served Only to Program Participants	
K) Name of Person Submitting Statistics	K) Name of Person Submitting Statistics	

NOTE: All statistic values except for categories C and D should be *unduplicated* over the course of the month. For example, if you serve a single family of 5 three times during May, then that family would only count as 1 family/household served and 5 individuals and *not* as 3 families and 15 individuals. The statistic values for categories C and D should be *duplicated* values, where individuals and households are counted per visit, even if they visit multiple times per month.

As previously mentioned, statistics must be submitted monthly for an Agency Partner to maintain consistent access to SLO Food Bank resources. If an Agency Partner does not submit their Statistics by the 7th day of the next month, a pause will automatically be placed on the account. This pause will be immediately removed once they are submitted through PWW/Primarius.

For full details on how to submit Statistics using PWW/Primarius, please view the “Statistics” section of the [Primarius Guide for Agency Partners](#) document, available both on the [Hunger-Relief Network Toolbox](#) and in [References and Resource Links](#) section of this handbook. For additional information on how to correctly complete the Statistics, please view the [Statistics FAQ](#) document, available both on the [Hunger-Relief Network Toolbox](#) and in [References and Resource Links](#) section of this handbook.

8.2 On-Site Records

In addition to Statistics, each Agency Partner is required to maintain records of their program participation and outreach for 1 year. There is no specific required form for these internal records, though the information kept should be sufficient to fulfill the requirements of the Statistics (i.e. individuals served, households served, and age

demographics of those served). The SLO Food Bank recommends that each Agency Partner establish a method of tracking that is most appropriate for their program(s). These records may be maintained in hard copy or electronic format. All Agency Partners of the SLO Food Bank submit monthly statistics on PWW, and these electronic records satisfy this recordkeeping requirement.

A SLO Food Bank employee may request to view these records during a biennial site visit.

8.3 Invoices

Agency Partners must maintain all SLO Food Bank invoices for 1 year. A SLO Food Bank employee may request to view these records during a biennial site visit. Maintaining access to an account's invoices through Primarius Web Window is sufficient to meet this requirement.

8.4 Agency Direct Rescue

All Agency Partners participating in the Agency Direct Rescue (ADR) program must agree to adhere to policies as outlined in SLO Food Bank's Agency Direct Rescue Agreement, and are required report all food rescued through the ADR program on a weekly basis through Primarius. .

For instructions on reporting Agency-Direct Rescues please see the [Primarius Guide for Agency Partners](#) which is available in the [References and Resource Links](#) section as well as the [Food Rescue Toolbox](#) section of our website.

8.5 Other Food Bank-Enabled Programs

The SLO Food Bank hosts a number of food assistance programs, including Neighborhood Food Distributions, No-Cook Bags for the Homeless, Children’s Farmers’ Markets, Seniors’ Farmers’ Markets, and Breakfast Bags. These programs and those like them are considered “food bank-enabled programs,” where the SLO Food Bank may maintain control over the timing and format of the distribution, but the distribution itself is often carried out by third-party organizations.

All Agency Partners participating in one or more of these programs must have a current program-specific agreement or MOU on file with the SLO Food Bank for each program at minimum. Some programs may have no other reporting requirements beyond completion of the monthly Statistics report through Primarius/PWW, however, other programs may have more specific requirements that vary. Agency Partners that only use food through one of these food bank-enabled programs still must complete their Statistics. Failure to complete these Statistics may impede on the Agency Partner from engaging in food bank-enabled programs into the future.

8.6 Surveys

Agency Partners are often asked to participate in surveys to gather information about the program’s impact and experiences, outreach strategies, and usage of SLO Food Bank resources. The results of these surveys are used to improve the offerings of the SLO Food Bank, social services and resource offerings in SLO County. While participation in these surveys is encouraged, it is not mandatory.

9. Program Requirements

All Partner programs supplied with Food Bank resources and food must be run in accordance with Food Bank guidelines to ensure fair, equal, and safe distribution of food throughout the county.

9.1 Patron Qualifications

All patrons of any SLO Food Bank-supported program or Agency Partner should be welcomed and treated with respect and dignity. The goal of all volunteers and staff working these programs is to welcome and encourage patron participation. An organization may have additional requirements for patron qualification or participation tracking as long as these requirements are non-discriminatory. Organizations may not charge patrons for SLO Food Bank-sourced food and resources. Residential programs are permitted to charge patrons for room, board, and other associated residential costs.

9.2 Product Handling & Storage

Partners are responsible for ensuring that all SLO Food Bank products are transported and stored in a way that follows best food safety practices.

General Requirements

- All surfaces should be clean and dry, including walls, floors, ceilings, and countertops
- Steps must be taken to control pests, including no gaps in walls, floors, or windows, and a regular inspection, traps, and/or spraying schedule, as required
- The Agency Partner is responsible for ensuring that SLO Food Bank items are only used for approved program purposes
- The food storage area must be secured or locked to prevent inappropriate use or theft of SLO Food Bank-sourced product

- All food storage areas must be clean, dry, and well ventilated
- SLO Food Bank-sourced product may not be stored or prepared at a private residence without prior approval from the Partner Service Manager or Community Programs Coordinator. To become an approved storage site, a pre-operational monitoring visit must be completed and approved at the private residence before SLO Food Bank-sourced product may be stored there.
- If SLO Food Bank-sourced product is stored or prepared at a private residence it must be stored in a way that distinctly separates the SLO Food Bank-sourced product from personal-use foods, including dedicated and isolated refrigerators, freezers, and shelving
- All transportation of refrigerated or frozen foods must be done in a way that maintains the integrity and safety of the products, including temperature control
- All non-food items, including cleaning products, must be stored separately from and/or below food items:
 - Chemicals and cleaning products may never be stored above or on the same shelf as food items
 - Any toxic items must be stored completely separate from all food items
- All food products are received, stored, transferred, used, and handled safely and properly in accordance with the applicable local, state, and federal laws
- It is also suggested that Partners use the following best practices:
 - A “first expired, first out” (FEFO) policy to ensure regular turnover of foods
 - All shelving 6” away from walls to deter pests

Transportation

Please note that these guidelines apply whenever food is transported, including from the SLO Food Bank warehouse or a retail donor to an Agency Partner’s food facility and from the Agency Partner’s food facility to a distribution site, clients’ homes, or the food facility of another Agency Partner.

- Minimize the amount of time temperature control for safety (TCS) foods are without temperature control, with a maximum collective time limit of 2 hours*

- *Note: TCS food should not be outside of the temperature danger zone for more than 2 hours. If outside air temperature is excessive (80 °F or higher) this transportation time may need to be shortened.
- All TCS foods should be transported within a passive temperature-controlled environment, such as an insulated cooler or thermal blanket, regardless of current outside air temperature
- Food is transported in a way that prevents actual or potential contamination; specific examples include:
 - Do not store raw food over ready-to-eat food during transport
 - Do not store food containing allergens next to or over allergen-free food during transport
 - Ensure vehicle is clean, odor-free, and insect-free, and regularly cleaned (especially after transportation of animals and other non-food items)
 - Vehicle used to transport Agency Partner food should never be used to transport garbage or hazardous materials
- Volunteers responsible for transporting TCS foods carry an ANSI-certified Food Safety Handler's card

Dry Storage

- All food products must be stored at least 6" off the floor in a designated location, such as cabinets, shelving, or pallets
- The recommended temperature range for dry storage is 50°F to 70°F
- All cabinets and shelving must be made of a material that is easily cleaned and sanitized
- All surfaces should be clean, dry, and free of clutter
- Non-food items must be segregated from food items
- Food products must not be stored near or next to any heaters or heating elements

Refrigerated Food Storage

- All food items that require refrigeration must be stored appropriately to prevent premature spoilage of the product
- The temperature range for refrigeration storage is 35°F to 40°F
- Agency Partners are encouraged to monitor temperatures on an appropriate temperature log – an example temperature log can be found in [References and Resource Links Section](#) of this handbook or on the [Hunger-Relief Network Toolbox](#) page of our website.
- All refrigerators must be clean and in working order
- SLO Food Bank-sourced food should be stored in a dedicated refrigerator not comingled with personal food
 - If this is not possible, a section of the refrigerator should be designated and labeled for Food Bank-sourced only

Frozen Storage

- All frozen food items must be stored appropriately to prevent thawing and premature spoilage of the product
- The temperature range for freezer storage is less than 0°F
- All freezers must be clean, in working order, and have minimal frost/ice build-up

Cooking Facilities

- All facilities used for preparing meals for Meal Sites must be Permanent Food Facilities as defined by Environmental Health of SLO County
- Food prep surfaces, including sinks, counters, and stovetops, must be kept cleaned and free of any nonfood-related items
- Approved food-safe, cleaning and sanitizing protocols should be followed before and after every meal service
- Meal Sites must have a two or three compartment sink or a dishwasher for cleaning on site dishes and equipment, separate handwashing sinks must also be available

9.3 Service Operations

An Agency Partner must hold a program on a set schedule with regular, advertised hours. The SLO Food Bank must be notified of service hour changes via email or letter. This is true for both public distributions that accept outside referrals and closed sites only open to a specific group.

Outreach programs are emergency food providers that primarily do home-deliveries or direct-to-client deliveries such as street outreach to the unhoused. These programs must have clear guidelines as to what patrons qualify for delivery. Outreach programs must have a regular delivery or distribution schedule and be available for proper monitoring by a SLO Food Bank staff member.

9.4 Inappropriate Use of Food Bank-Sourced Food

SLO Food Bank-sourced food and related items may only be used to serve eligible patrons. Using SLO Food Bank resources in an unauthorized manner may result in suspension or termination of Food Bank shopping privileges.

- SLO Food Bank-sourced food may not be used for any fundraising events for consumption by non-eligible individuals or families. This includes charity dinners, bake sales, cook-offs, and potlucks. In addition, SLO Food Bank products may not be used as prizes for any contests or charity events.
- SLO Food Bank-sourced food may not be used for any religious or political functions regardless of patron qualification, nor may it be served at church dinners, religious classes, community town halls, or other similar events. This is to ensure that patrons feel comfortable gaining assistance regardless of their personal views or affiliations. In addition, Agency Partners are not permitted to distribute information or advertise any religious or political events, encourage organization memberships, or promote religious

or political event attendance during food distributions or any SLO Food Bank-affiliated program. Annual shared and community meals to celebrate a religious holiday are allowed if client participation in religious services is not a precondition of meal participation.

- SLO Food Bank-sourced food may not be ordered, received, or rescued with the intention to stock unattended and unsecure food distribution points such as Free Little Pantries or Blessing Boxes. In the case that an Agency Partner has excess shelf-stable food available, that may be placed in a Free Little Pantry or Blessing Box, though this practice is discouraged due to the high likelihood of food misuse, waste, infestation, or adulteration.
- If an Agency Partner has excess SLO Food Bank-sourced food, including food received through grocery rescue activities, that food may not be shared with other organizations or groups for re-distribution unless they are also a SLO Food Bank Agency Partner. This is to ensure all SLO Food Bank-sourced food is managed, handled, and distributed in accordance with the standards set by the SLO Food Bank, Feeding America, and legal regulations.
- SLO Food Bank product may not be consumed or used by the Agency Partner's program staff except under the following circumstances:
 1. Program staff may consume SLO Food Bank-sourced food on a limited basis for taste testing and demonstration cooking.
 2. Program staff directly involved in the preparation of a meal for its clients or providing other services during the meal may also consume the meal provided that it allows the staff to be better involved with the clients (e.g., seated at the same table and sharing a meal with the clients).
 3. Program staff that meet the financial qualifications may participate in Agency Partner meals and/or receive pantry food assistance. These individuals must be accounted for

in SLO Food Bank and Agency Partner records like any other distribution and may not receive any preferential treatment or food choices.

9.5 Monetary Contributions from Patrons

An Agency Partner may not charge or accept any donations from patrons to cover any operating or food expenses associated with their program during the time of service. Any organization found to be asking patrons for tips, suggested donations, or other monetary contributions may be immediately terminated as an Agency Partner.

10. Violations

The described policies and regulations in place are intended to maintain the safety, equitability, and integrity of food distributions through our Partners. These guidelines are best practices according to Feeding America and must be followed to remain in good standing with the Food Bank as a Partner. In the case that a Partner is deemed in violation of one of the site requirements, specific steps may be taken that could impact the Partner's access to Food Bank resources.

10.1 Minor Violations

Minor violations are usually procedural issues that may affect the long-term success of the Partner program, but do not cause immediate food safety or fair service concerns. Examples include absence of handwashing sign(s) in the bathroom, missing thermometers in otherwise operational refrigerators, or incomplete record keeping procedures.

In these cases, the violation is addressed through the following steps:

1. Identification and evaluation of the issue.

2. On-site discussion and subsequent issuance of a written statement explaining the issue(s) and the necessary corrective action(s).
3. In cases where the issue may reasonably lead to a foodborne illness, incorrect reporting, or discriminatory distribution of food, a follow-up corrective action visit will occur within 6 months to determine if the violation has been corrected in a timely manner and to a suitable standard.
4. If the violation has not been corrected, then the Agency Partner will be given a written explanation of the ongoing violations.
5. A second unannounced follow-up visit within 3 months will be made to the site to determine if the violation has been adequately addressed.
6. If the violation has still not been addressed, the Agency Partner's account will be placed on suspension, and the Agency Partner will no longer have access to SLO Food Bank resources.
7. To be removed from suspension, the Agency Partner must set up a site visit for reinstatement.
8. If the Agency Partner remains on hold for 6 months, they will be made inactive. The organization must reapply as a new Agency Partner if they wish to regain access to SLO Food Bank resources.

10.2 Major Violations

Any violations that immediately impact the safety or rights of any program participants, constitute a gross misuse of SLO Food Bank resources, or a loss of organization qualification may result in immediate suspension of Agency Partner status.

Below are some examples of major violations:

- Exchange of SLO Food Bank-sourced food for money, goods, or services
- Use of SLO Food Bank-sourced food for reasons other than distribution to eligible patrons

- Willful disregard for or negligence of adequate safe food handling procedures
- Excessive delinquency in payments
- Failure to distribute SLO Food Bank-sourced food to eligible patrons
- Termination of 501(c)(3) tax-exempt status
- Inability to provide evidence of food safety trainings for necessary staff or volunteers
- A violation of any federal, state, or local statute, ordinance, code, or regulation
- Grossly inaccurate or fabricated records or reporting
- Failure to submit statistics for 3 consecutive months
- Any discrimination of service delivery based on age, disability, gender, race, religion, political affiliation, or sexual orientation

In the case of a major violation, the below steps will be followed:

1. A written notification of the suspension, with an explanation of the violation(s) and the step(s) necessary to regain and retain good standing with the SLO Food Bank.
2. A re-evaluation of the organization's program to determine if the violation(s) has been sufficiently addressed. If so, the organization may be reinstated.
3. If the re-evaluation of the organization determines that the violation has not be sufficiently addressed, the organization must provide a written corrective action plan to the SLO Food Bank outlining how it will regain good standing and maintain compliance going forward.
4. A second re-evaluation of the organization to determine if the violation has been sufficiently addressed. If so, the organization may be reinstated.
5. If after 3 months from the re-evaluation the organization is still out of compliance, the partnership with the organization will be terminated. The organization must reapply as a new Agency Partner if they wish to regain access to Agency Partnership benefits.

11. Account Deactivation

If an Agency Partner account becomes inactive for six months or more, the Agency Partner account will be deactivated on Primarius, and the Agency Partner will be informed by email from the Partner Services Manager or Coordinator. Inactivity is defined as lack of statistics submissions for more than 6 months and/or no food orders placed directly with the SLO Food Bank for 6 months or more.

Agency Partners that are deactivated are always welcome to resume Agency Partnership by submitting a new application.

12. References and Resource Links

12.1 Partner Contract

The SLO Food Bank Partner Contract for all Agency Partners [is available to view here](#).

12.2 Warehouse Rules

The document outlining the warehouse rules for Agency Partners picking up food at the SLO Food Bank [is available to view here](#).

12.3 Primarius Guide for Agency Partners

The Primarius Guide for Agency Partners focuses on the essential functions within PWW including ordering food, submitting reports, and maintaining up-to-date files and information. The Primarius Guide [is available to view here](#).

12.4 Monthly Statistics FAQ

The Monthly Statistics FAQ is [available to view here](#).

12.5 Agency Partner Site Self-Assessment

The Agency Partner Site Self-Assessment is a checklist to help Agency Partners prepare for

biennial site monitoring visits done by the Partner Services team-- [available to view here](#).

12.6 Temperature Log

A temperature monitoring log that is available for Agency Partners to utilize to record the history of their on-site refrigerators and freezers-- [available to view here](#).

12.7 Example of Pantry Sign-In Sheet

An example of a sign-in sheet that Agency Partners may use to keep track of demographic data for monthly statistics submissions-- [available to view here](#).

12.8 Agency Direct Rescue Agreement

The written agreement between the SLO Food Bank and Agency Partners performing grocery rescue-- [available to view here](#).