



The Idaho Foodbank

# Partner Handbook

2021

# Table of Contents

Introduction & The Idaho Foodbank's Role-----	3
Idaho Foodbank's Programs-----	4
Importance of local food pantries & Idaho's needs/challenges	6
Ordering: Agency Express-----	7
Reporting-----	8
Pick-up and Delivery-----	9
Eligibility Guidelines-----	10
Legal Information-----	11
• Bill Emerson Good Samaritan Food Donation Act-----	11
• IRS Code 170(e)(3) Interpretive Guide-----	12
• Use of Donated Product Policy-----	13
• Proselytizing -----	14
Product Hold, Termination, and Grievance Procedures-----	15
Accounts Receivable and Billing Procedures-----	16
Document Retention Policy-----	17
Food Rescue Program-----	18
Volunteers at Your Pantry-----	19
Community Resources-----	20
Accessibility-----	22
Pantry Distribution Options-----	23
Strengthening Your Pantry-----	24
Printouts and Helpful Documents-----	26

# Introduction & Idaho Foodbank's Role

This handbook was created by The Idaho Foodbank (IFB), an independent nonprofit organization, and the largest distributor of free emergency food in the state of Idaho. IFB has been fighting hunger since 1984 and has facilities in Meridian, Lewiston, and Pocatello. IFB serves Idaho's 44 counties.

Food distribution is made possible by generous donors including manufacturers, wholesalers and retailers, thousands of volunteers, community and corporate food drives, and a network of more than 450+ schools, nonprofits, and churches.

Our Partners include food pantries, community kitchens, emergency shelters, senior centers, and a variety of other organizations.

**Why "Partners"?** IFB is committed to the vision of a food secure Idaho and knows that food distribution partners, like you, are the only method to achieve this goal. IFB provides food, training, support, and other benefits to partners looking to serve their community through food. We are looking for passionate organizations and people to help fight food insecurity and provide feedback on how we can do this, together.

The Idaho Foodbank is an affiliate of Feeding America, the nation's largest non-profit hunger-relief organization located in Chicago, Illinois. For more information about Feeding America, please visit their website at <http://feedingamerica.org>.

If you have comments, suggestions, or corrections for an updated version of this document, please reach out to us at [partnerships@idahofoodbank.org](mailto:partnerships@idahofoodbank.org)

# The Idaho Foodbank Programs



The Backpack Program provides weekend meals to children who are identified as chronically hungry. Backpacks are distributed to participating children on Fridays or the last day of the school week. The backpack includes food to nourish a child over the weekend. All food items are child- friendly, non-perishable, and nutritious.



The School Pantry Program helps alleviate child hunger through the provision of food to school children and their families. Pantries are located within a school and intended to increase access to food and resources through a convenient, safe and comfortable environment.



Picnic in the Park is a summer feeding program designed to fill the nutrition gap for low-income children, ages 1-18, during the summer months. The lunches are free to ALL children, no income verification required. The lunches are provided in the Boise metro area. All locations target low-income children and families in the Boise area. Valuable support for this program comes from the U.S. Department of Agriculture, the Idaho State Department of Education, and generous private funders.



The Idaho Foodbank has established 40+ mobile food pantries throughout the state of Idaho. This program sends a truck filled with food into underserved communities where access to food pantries or other food programs may be limited or nonexistent. Community volunteers and recipients working together make this same-day food distribution possible.



As part of the national No Kid Hungry campaign working to end childhood hunger in America, Share Our Strength and The Idaho Foodbank provide Cooking Matters. This 6-week course empowers low-income households to stretch their food budgets. Participants learn to shop smarter, use nutrition information to make healthier choices, and cook delicious, affordable meals. Cooking Matters courses and tours equip households with the skills they need to stretch their food dollars and maximize the benefits they receive through public nutrition programs like SNAP (food stamps) and WIC (Women, Infants and Children).



Developed by the United States Department of Agriculture (USDA), the Commodity Supplemental Food Program (CSFP) improves the health of low-income seniors at least 60 years of age, by adding nutritious food to their diets. Eligible Idaho seniors receive a free monthly food box that includes nutrition information and helpful recipes.



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

The Emergency Food Assistance Program (TEFAP) helps supplement the diets of Idahoans who are low-income, including the elderly, by providing them with emergency food and nutrition assistance at no cost. A national hunger-relief program, the food is purchased by the U.S. Department of Agriculture (USDA) and distributed by The Idaho Foodbank through a network of community partners in eastern Idaho.



The Power of Purchase Program (POPP) is a collaborative purchasing opportunity for IFB's Partner. The Idaho Foodbank purchases key items such as canned meals, canned fruit, dry pasta, pasta sauce, and peanut butter, as well as many more items at a quantity discount, and makes these items available to participating Partners at significant cost savings compared to retail. By ordering in truckload quantities of single or mixed items, IFB can negotiate pricing directly with vendors and/or distributors, and can take advantage of full truckload freight rates. Participation in POPP is optional for partners.



The Idaho Foodbank supports Feeding America's retail store perishable donation program. In an effort to donate as much usable product as possible, while maintaining the highest standards in safe food handling, major retailers donate perishable products to Feeding America network food banks. Some of our grocery partners include: Albertsons, Wal-Mart, Fred Meyer, Costco, WinCo, Smiths, Broulims, Riddleys, and Target.

# Importance of Local Food Pantries & Idaho's Needs and Challenges

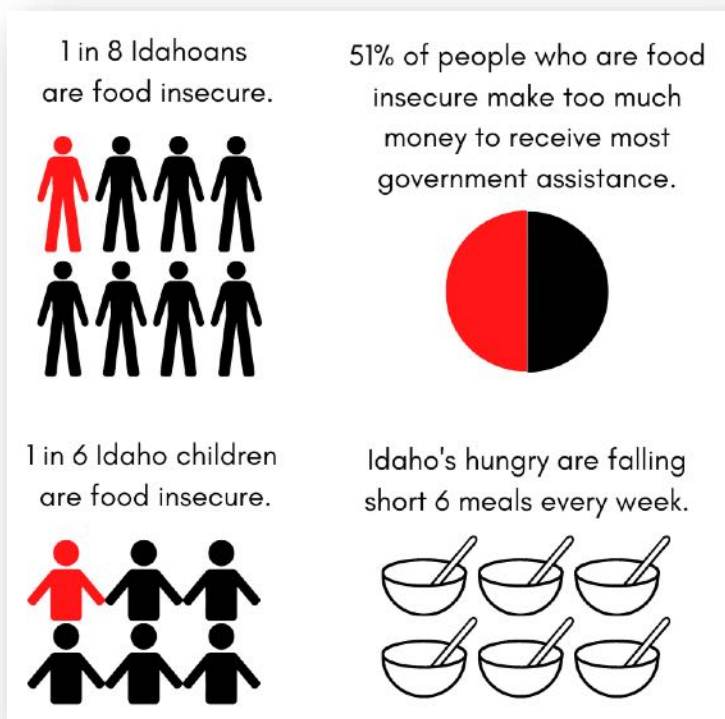
Though many of us may not realize the grave disparities that exist in our own communities, people face hunger in every county and congressional district in Idaho. They could be our neighbors, kids in our children's classes – the possibilities go on. Thank you for helping feed

Idahoans in need. See the facts and figures below from a 2018 study.

## [Idaho Hunger Statistics](#)

Updated May 2, 2018

- The numbers improved for the third consecutive year, by 0.8 percentage points.
- 1 in 8 Idahoans (221,800 people or 13.2%) is food insecure (down from 232,180, 14% from last year). 72,840 Idaho children are food insecure. This is about 1 in 6 Idaho kids or 16.7% (down from 76,070 and 17.6% from last year). Idaho has 7 counties with childhood hunger higher than 20%. That's down from 9 last year, 20 in 2016 and 30 in 2015.



- North central Idaho has seen a decrease in overall food insecurity (16,560 and 15.4%, overall, down from 16,870 and 15.8%/ 3,640 and 17.2% child, down from 3,800 and 18%)
- Eastern Idaho has seen a decrease (49,400 and 13% overall, down from 51,560 and 13.6%/ 18,100 and 16.2% child, down from 19,070 and 17.1%).

## In Addition

This study uses 2016 statistics, which are the most recent available.

- The average meal cost in Idaho has increased to \$2.93 (up from \$2.92)
- Food is getting more expensive and Idaho's hungry are falling further behind.



# Ordering: Agency Express

To place orders for food through IFB you will use Agency Express. Agency Express is a website sponsored by Feeding America and Aidmatrix. Access Agency express at [www.agencyexpress3.org](http://www.agencyexpress3.org). Login information will be provided to you by IFB when you become a partner. Training materials will be provided for you, and IFB staff is happy to help you become comfortable with the ordering and reporting processes.

## How it Works

Before you submit your first food order, **make sure you have a pick-up time with the warehouse, or you have a delivery time and date set up.** Partners must schedule an appointment date and time for delivery or pick up before you submit your order. The Partner may also set a recurring schedule, such as the 2nd and 4th Wednesday of every month. **This is based on warehouse availability and capacity.**

Once you get to the Agency Express website, you will need to login with the information provided from IFB, including a username, password, and program code. After that, you will have the chance to select food items and quantities from the shopping list, determine pick-up and delivery logistics, and click submit. After submitting the order, wait for a confirmation window to pop up stating the order was successfully submitted. A window must pop-up to confirm the order was submitted.

**Please refer to the Agency Express training materials for more detailed information on the ordering process. If you need this, ask your point of contact at IFB to email it to you.**

## Order Window

The ordering process is a first come, first serve basis so it's important to make sure you order within your order window. Please look at the chart below to determine when to place your order on Agency Express. If you miss your ordering window, please contact IFB's Inventory Control Department immediately and IFB will do their best to assist you.

Agency Express Ordering Window	
Order Received	Ordering Window (When to place your order)
Monday	Tuesday 10AM till Thursday 9AM (previous week)
Tuesday	Wednesday 10AM till Friday 9AM (previous week)
Wednesday	Thursday 10AM (previous week) till Monday 9AM (same week)
Thursday	Friday 10AM (previous week) till Tuesday 9AM (same week)
Friday	Monday 10AM till Wednesday 9AM (same week)

# Reporting

Although it is not necessary for Partners to collect personal information about those being served, **it is required to report the number of people served each month as well as how many families received food assistance. Partners must complete a people served report every month regardless of whether or not they received IFB food that month.** In order to collect this type of data, some Partners find it easier to create a simple In-Take Form that asks people's names and the number of children, adults, and seniors in their households. This form is not to establish eligibility criteria.

All information provided to our Partners from recipients receiving emergency food assistance is confidential and should never be shared. All recipients should be treated with respect, and reassured that the information provided is confidential. Data collected is used to ensure that IFB and Partners have the ability to continue to provide effective services.

**Partners must enter the data of their Monthly Report of People Served on [Agency Express](#) under the "Report" tab no later than the 5th of the month for the previous month. Please see the table below for more information on reporting dates. Please report for each of your program codes.**

**Please refer to the Agency Express training materials for more detailed information on the reporting process. If you need this, ask your point of contact at IFB to email it to you.**

Month	Reporting Period (Listed in Agency Express)	Report Due
January	February 1 – March 1	February 5
February	March 1 – April 1	March 5
March	April 1 – May 1	April 5
April	May 1- June 1	May 5
May	June 1 – August 1	June 5
June	July 1 – August 1	July 5
July	August 1 – September 1	August 5
August	September 1 – October 1	September 5
September	October 1 – November 1	October 5
October	November 1 – December 1	November 5
November	December 1 – January 1	December 5
December	January 1 – December 1	January 5

Refer to the Helpful Documents Section at the end of this handbook for an example intake form.



# Pick-up & Delivery

## Pick-up Policy

Appointments are made on Agency Express prior to submitting your order. Orders may be picked up Monday-Friday. Each Partner has a 30-minute time slot to pick up their order. During this time, it is the responsibility of the Partner to bring enough help to load their order into their vehicles. Please make sure you arrive at your scheduled time. If you are more than 10 minutes late for a pick-up without notice, you may be asked to wait so that an IFB staff may assist those agencies that arrive in accordance with their scheduled time. If you are not able to pick up your food order on your assigned day, you must contact IFB to make other arrangements. If you do not pick up your order and you fail to notify IFB within 48 hours, your food will be re-stocked and you will have to re-submit an order. A Restock Fee of \$25 may be added to your account.

When a Partner picks up their order from the warehouse, IFB may have received additional product, which was not previously listed on Agency Express. This product was donated after your submission on Agency Express. In most cases, this is fresh produce or dairy products that must be distributed quickly. For example, if IFB receives a truck load of boxed pears, Partners will have the ability to receive the extra boxes of pears, along with their order.

To verify the products you received, an Agency Order Form (AOR) will be presented for you to sign. You will be provided with a copy of the AOR, which you must keep on file for 3 years plus current year.

Please make sure to read about  
the food transportation  
guidelines in this Food Safety

## Delivery Process

IFB has a \$.06 per pound delivery fee.

Partners that require or request delivery will arrange the delivery date at the time of placing an order. IFB has a set monthly truck schedule that will help determine what day your delivery will be. Partners that have delivery must have enough people to help assist in unloading the truck. Our drivers are not authorized to bring the food inside the building under any circumstances.

If you need to change or cancel your order, please contact The Idaho Foodbank and we will do our best to accommodate you.

# Eligibility Guidelines

IFB does not require Partners to collect personal information from emergency food recipients regarding themselves such as name, address, or phone number. **There is no reason to ask for a photo identification, nor collect birth dates or Social Security numbers, in order for a household to receive free food provided through the IFB network.** The collection of such personal information could place the Partner at risk of legal liability for protecting that information from identity fraud.

IFB does not set financial eligibility requirements for recipients in need of food assistance. The premise for providing free emergency food assistance is simple: if an individual or family indicates they are in need of food, then they are eligible to receive it.

Partners may choose to establish their own eligibility criteria for emergency food recipients, but these requirements will be subject to review by IFB to ensure the criteria cannot be viewed as discriminatory in any way. If a Partner chooses to establish eligibility criteria, the purpose and relevancy for each criterion will be reviewed by IFB. IFB does recognize that some Partners also receive TEFAP commodity products from their local Community Action Partnership Organization and there are eligibility requirements that must be met in order for recipients to be eligible to receive these products.

Partners are allowed to set the following eligibility criteria without review:

- Service area requirements (recipients must live within a specific county or ZIP code).
- Number of times assistance is provided per month based on the Partner's availability of food and service capabilities.

# Legal Information

## Bill Emerson Good Samaritan Food Donation Act

On October 1, 1996, President Clinton signed into effect the Federal Bill Emerson Good Samaritan Food Donation Act to encourage the donation of food and grocery products to non-profit organizations for distribution to individuals in need. This law:

- Protects donors from liability when donating to a non-profit organization.
- Protects donors from civil and criminal liability should the product donated in good faith later cause harm to the recipient.
- It standardizes donor liability exposure. Donors and their legal counsel no longer have to investigate liability laws in 50 states.
- It sets a liability floor of "gross negligence" or intentional misconduct for persons who donate grocery products. According to this law, gross negligence is defined as "voluntary and conscious conduct by a person with knowledge (at the time of conduct) that the conduct is likely to be harmful to the health or well-being of another person."

The Bill Emerson Good Samaritan Food Donation Act protects the donors from liability of donating products, not the distributor (Partner) of such donation. Food safety protocols must be followed. This will help to ensure that the end recipient of the donation receives quality, safe food.

Congress recognized that the provision of food close to recommended date of sale is, in and of itself, not grounds for finding gross negligence. For example, cereal can be donated if it is marked close to code date for retail sale.

In addition, the Bill Emerson Good Samaritan Food Donation Act does not alter or interfere with state or local health regulations.

It is the policy of IFB to comply with the Bill Emerson Good Samaritan Food Donation Act. Compliance with the Act is a shared responsibility of each food bank employee, Partner, volunteer, and visitor. It is important to remember that the Bill Emerson Good Samaritan Food Donation Act has never been tested in court, which means all Partner should take precaution when it comes to distributing food.

# IRS Code 170(e)(3) Interpretive Guide

## What is the IRS Code 170(e)(3)?

The IRS Code 170(e)(3) was instated to allow companies/organizations that donate product to wholly owned 501(c)(3) organizations or equivalent (churches) to receive a tax deduction. IRS Code 170(e)(3):

- Defines the tax deduction for which donors are eligible if the donation is used according to the regulations.
- Defines the organizations eligible to receive these donations.
- Defines the allowable uses of the donations.
  - For the care of the ill, needy, and infants (minor children).
  - Predominant focus on “needy”, i.e. the intent of the legislation is to foster charitable donations to serve the needy.

## IRS Code 170(e)(3) Regulation

Partners cannot distribute IFB products to other Partners, non-Partner, organizations, or business entities. If a Partner redistributes products to another entity and not directly to ill, needy, or infant recipients, the Partner cannot monitor or regulate that:

- The donated product will be distributed to only qualified organizations that meet the IRS Code 170(e)(3) guidelines.
- The donated product will be distributed to only those who qualify under the IRS Code 170(e)(3) guidelines [ill, needy, and infants (minor children)].
- The donated product will not be sold, traded or bartered.
- In the event product is recalled, proper traceability of the product can occur.
- Safe and proper food handling has occurred.

If a Partner is found to be in violation of IRS Code 170(e)(3) partnership with IFB will be terminated.

## IFB recommends Partner to follow these best practices:

If a Partner ordered and received more product than it has the capacity to handle:

- Before you accept the product, be sure you can store or redistribute the food. Do not take more than you can properly distribute.
- If the items are delivered, and you are unable to properly store all of the product, request the items be returned to IFB.

A local donor calls a Partner and asks them to pick up a large donation. When the local donor arrives, the volunteers realize they cannot take the full amount.

- The Partner should contact IFB or ask another local Partner to pick up some product directly from the donor.

A Partner receives a large donation of perishable goods and is unable to distribute everything. They do not have the ability to store the food or will not be open for distribution before the product expires.

- Contact IFB immediately to return the items.

## Use of Donated Product Policy

In-House use of Donated Goods requires detailed scrutiny to ensure that Partner are following both the “letter of the law” and also the spirit of IRS Code 170(e)(3). In accordance with IRS Code 170(e)(3), all items donated through IFB must be distributed to the ill, needy, and infants (minor children).

Donated product cannot be used for the day-to-day operations of the organization, meeting use, volunteer use, fundraising events such as bake sales or spaghetti dinners, prizes, or given to any other affiliated organization.

Partners may provide take-home donated products to ill or needy volunteers, and/or staff (VISTAs, Jesuit volunteers etc.) whose income leaves them legitimately “needy”. Any such provision should be in response to incident-by-incident emergency need only, and not as a regular supplement, as this could be construed as compensation.

Donated product may not lawfully be used to “pay” staff or volunteers.

Best practice recommendations would be to have the “needy” staff/volunteer sign in to the pantry or feeding program like any other recipient would on a day other than one where volunteer work has been conducted. While this may not be possible at all times.

Partners should first evaluate:

- The “standards of need” generally accepted in the community so as to permit applying such standards in-house.
- Possible negative consequences such as: negative publicity, adverse reaction from product donors, disrupted inventory control, adverse reaction from other staff and volunteers, and a negative perception of “siphoning off” by Partners resulting in significantly less product reaching non-staff/ volunteer recipients.
- Alternate strategies for addressing the ongoing needs of these staff or volunteers.
- The nature of controls needed to implement and monitor the program. Such as fair and equitable times they can receive food when volunteer work has been conducted.

Never allow a volunteer to serve themselves a food box or emergency food.

IFB recommends that all Partners have a monitoring system in place prior to distributing such donated product to ill or needy volunteers, and/or staff (VISTAs, Jesuit volunteers etc.). An authorized person should be identified to implement and monitor the program. (Do not leave the decision to the discretion of staff and volunteers.)

## Proselytizing

Partners with church or religious affiliations hosting a feeding site or food pantry are required to provide free food distribution services to the general public. While Partners may serve ill, needy, or infant (minor children) members of the organization, there must be equal opportunity for non-members to receive emergency food assistance. Hours of operation for feeding sites and food pantries must be posted in clear view for all general public to see.

All Partners must follow the following guidelines:

- A monetary donation box may NOT be placed in the facility during meal service or food box distribution.
- Emergency food recipients can never be required to attend services, religious or educational workshops or classes, pray, volunteer, or work for food.
- Must not restrict food boxes, meals, or any food provided by IFB to only those participating in a religious or other type program.
- Faith-based organizations hosting a feeding site or a food pantry are required to provide free food distribution services to the general public in addition to their congregation. For example, pantry hours should be set to extend before or after church service—and not be limited to times during church service.
- Faith-based organizations are not allowed to put religious literature, materials, or books in food boxes, but may place these materials on a side table to allow the recipients the opportunity to take one should they choose. Faith-based organizations may place an informational flyer listing church programs and service times in a food box only when the flyer also has information listed about the food pantry or meal program.
- During operational hours of a food pantry, churches may offer prayer support with emergency food recipients but it cannot be required of the recipients. If prayer support is requested by a recipient, conduct it in a private location from the food pantry service area. At meal services it is acceptable to say: "It is not required, but if you would like to join us in prayer..."

# Product Hold, Termination, and Grievance Procedures

IFB reserves the right to implement a Product Hold if a Partner engages in an activity that violates the Memorandum of Agreement and Release or Partner Manual. If placed on Product Hold, a Partner will not be able to order food or receive products from IFB until the issue resulting in the Product Hold has been resolved. Please reach out if you have any questions.

## Site Visits

IFB will conduct an on-site visit of each Partner prior to Partnership approval. Every Partner will be visited at least once every two years or when deemed necessary by IFB. Site visits are to help ensure the following:

- High sanitation and food safety standards are practiced and maintained throughout the network from the point of donation to the time the food is given to the end recipient.
- Ensure temperature logs are on hand and up to date, and all food storage areas are clean and properly maintained.
- Proper documentation of health inspection and food safety certifications are on hand and easily accessible.
- Increase communication between IFB and Partner staff, give the Partner staff a chance to showcase their program.
- Provide the opportunity to brainstorm together and fine-tune programs.

## Product Hold

A Partner may be temporarily placed on Product Hold for the following reasons:

- Failure to submit monthly reports on time for any/all programs (People Served, Food Rescue in Meal Connect, CSFP, and TEFAP),
- Outstanding financial balance,
- Failure to follow food safety standards, and/or
- Violation of IFB's Partnership Criteria, Memorandum of Agreement and Release, or Partner Manual.

Product Hold will be removed when the Partner has corrected found issues, and they have been reviewed/approved by IFB. If found non-compliant, the Partner may be asked to provide a Corrective Action Plan to IFB that shows detailed methods of correcting the issue as well as how it will be prevented in the future. Corrective Action Plans must be turned in to the Community Partners Department within the timeframe set forth by IFB.

## Termination

Partners that are found to be in gross violation of the Memorandum of Agreement and Release or Partner Manual can be terminated from accessing IFB food. Offenses that constitute termination include but are not limited to:

- Violation of the IRS Code 170(e)(3),
- An invalid 501(c)(3),
- Violation of IFB's Partnership Criteria, Memorandum of Agreement and Release, or Partner Manual, and/or
- Violation of Food Safety protocols.

## Grievance Procedure

If at any time a Partner disagrees with a decision or determination regarding their Partnership status, they may file a formal grievance with IFB. The Partner may submit concerns or complaints about specific issues, or service in general, by contacting [Partnerships@IdahoFoodbank.org](mailto:Partnerships@IdahoFoodbank.org). If the problem is unable to be resolved, IFB has the authority to terminate the partnership.



# Accounts Receivable and Billing Procedures

Partner Agencies do not “buy” food from IFB, but may be assessed additional fees. Internal Revenue Service (IRS) regulations prohibit the re-selling of donated food. While the IRS regulations prohibit the re-selling of donated food, they specifically permit food banks (and only food banks) to charge a small fee to help offset the costs associated with handling donated food, such as transportation, repacking, and delivery. As an IFB Partner Agency you are not “purchasing” food, but being assessed a “handling fee”.

When discussing your Partnership with IFB to the public through your newsletters, appeal letters, grants, websites, or media interviews please do not make any reference to “buying” food. It generates an inaccurate impression and could jeopardize the ability of individuals and businesses to receive tax deductions for their donated products.

These additional fees include:

- Value Added Product (VAP): The VAP fee is an added fee to select items that had to be bagged, canned, or otherwise processed. An example of this would be when IFB purchases or receives a large donation of apples and has them canned to prevent waste.
- Delivery Fees: Every Partner Agency has the option to have food delivered to their facility at \$.06 a pound no matter the distance. This means, you can have 1,000 pounds of food delivered for only \$60.
- Power of Purchase Program (POPP): POPP was developed by IFB and the Partner Advisory Council in response to the needs of our Partner Agencies who currently purchase grocery items at retail price. IFB can acquire items in truckload quantities at unit prices well below retail pricing. The products are then available to Partner Agencies at cost plus 10% to cover handling.

An Agency Order Receipt (AOR) is provided to each Partner Agency at pickup or delivery. This document assists us in assembling your order but may not be complete; delivery charges or additional items could be added to this document. Because of this, please do not pay by the Agency Order Receipt, but rather wait for the monthly statement. Monthly statements are mailed out on the 15th of each month to Partner Agencies with an amount due. Please pay the amount due no later than 60 days from invoice date. Accounts are considered past due after 60 days from the invoice date.

All payments to IFB must be made by check from the Partner Agencies checking account.

No personal checks, credit cards, or cash may be used to pay Partner Agency accounts.

# Document Retention Policy

The Idaho Foodbank requires that partners keep certain documents on hand for a certain amount of time. These documents can be kept as digital or hard copies.

Document	How long to retain
Memorandum of Agreement (MOA)	Always keep a signed, current copy on hand. IFB will request partners to sign these every 2 years.
ServSafe Certification	Through expiration, normally 2 years
Civil Rights Training (for TEFAP & CSFP Partners)	Required to renew annually
CSFP Contract	Always keep a signed, current copy on hand; updated when new version is released or a signing party has changed.
TEFAP Contract	Always keep a signed, current copy on hand; updated when new version is released or a signing party has changed.
Food Rescue Agreement	Always keep a signed, current copy on hand.
POPP Agreement	Always keep a signed, current copy on hand.
Volunteer Confidentiality Agreements	Always keep signed, current copies on hand. New volunteers will need to sign.
Signed receipts from food received from the Idaho Foodbank	3 years
People Served Numbers	3 years

# Food Rescue Program

The Idaho Foodbank supports Feeding America's retail store perishable donation program. In an effort to donate as much useable product as possible, while maintaining the highest standards in safe food handling, major retailers have chosen to donate perishable products exclusively to Feeding America network food banks. Our grocery partners include: Albertsons, Wal-Mart, Fred Meyer, Smiths, Broulims, Ridleys, and Target.

When picking up product directly from a FRP store partner, Partners are responsible for documenting the type of product and the amount received in pounds. In addition, Partners must report these pounds through the online reporting system called Meal Connect the same day Partner pick up from the store partners. Due to strict reporting guidelines set forth by Feeding America and national FRP Partners, Partners that are late to turn in receipts may be placed on "Product Hold" until all receipts are turned in, and/or lose their privilege to pick up FRP Product. IFB reserves the right to reassign the store partnership to another Partner.

For any questions regarding the Food Rescue Program, please contact the IFB facility that serves you.

- Southwest (Meridian)—lperkins@idahofoodbank.org
- North Central (Lewiston)—tgarner@idahofoodbank.org
- Eastern (Pocatello)—kshaw@idahofoodbank.org

# Volunteers at Your Pantry

Chances are that every pantry representative reading this manual either works with volunteers on a regular basis or is themselves a volunteer. This section outlines some of the best practices and resources for recruiting, training, retaining, and appreciating volunteers in the pantry.

Remember, all information provided to our Partners from recipients receiving emergency food assistance is CONFIDENTIAL and should never be shared. Data collected is used to ensure that IFB and Partners have the ability to continue to provide effective services.

All Partner volunteers must sign a "Volunteer Confidentiality Agreement" found in the Useful Documents Section at the end of this handbook.

## Where to find volunteers?

- **Neighbors** - Your neighbors might be willing to help but haven't been invited or don't know how to sign up
- **Faith Communities** - Churches, mosques, synagogues, and other faith communities are great sources of volunteers. Most church pantries have volunteers from their own congregations, but there are many churches that have no pantries and are full of potential volunteers. Consider reaching out to those nearby for volunteers.
- **Volunteer referral organizations** - Several websites allow organizations to post volunteer opportunities, including [VolunteerMatch.org](http://VolunteerMatch.org), [Idealist.org](http://Idealist.org), [TeenLife.com](http://TeenLife.com), [Hungervolunteer.org](http://Hungervolunteer.org)
- **Students** - Reach out to schools, scout groups, sports teams, internship programs, and clubs or other groups (4H, FFA, sororities, fraternities).
- **Volunteer service organizations** - Fill a full-time position through AmeriCorps or Senior Corps.
- **Community Service Work Program** - See next page for information.
- **Local businesses** - Coffee shops, gyms, and other places where people in the neighborhood congregate are good places to post a flyer about volunteer opportunities.
- **Volunteer fairs** - Local colleges, breweries, and other groups organize opportunities to connect future volunteers with local organizations.
- **Events** - Host a booth at a local festival to spread the word about your pantry, hand out volunteer information, and pair it with a fund drive.

# Community Resources

It is important for Partners to proactively address hunger in Idaho and to assist those in need during times of hardship. Partners can create a caring and attentive environment by providing information regarding local resources.

## FindHelp.org

FindHelp.org (previously called AuntBertha) is a nationwide resource database. Use this website to help connect your neighbors to resources, and also make sure that neighbors can find your pantry and resources you offer.

## Food Locator Map

The Idaho Foodbank provides a map with all of our partners and their locations. If your pantry is open to the public, we will add it to our map. Please feel free to share it out to any neighbors who are looking for more places to get food assistance.

## 2-1-1 Idaho CareLine

This is a free statewide community information and referral service program through the Idaho Department of Health & Welfare. The database includes programs that offer free or low-cost health, human, or social services such as rental assistance, energy assistance, medical assistance, food and clothing, child care resources, emergency shelter, and more. Partners are required to list their organization with the Idaho CareLine. To complete this application or update contact information please visit <https://211.idaho.gov/default.aspx>.

## Food Stamps (SNAP)

SNAP is the best line of defense against hunger in the United States. The SNAP program is an income-based nutrition-assistance program that is not designed, nor provides, enough assistance to be the only source of food and nutrition for recipients. For information about the application process, please visit the Idaho Department of Health & Welfare website for more information: [www.healthandwelfare.idaho.gov](http://www.healthandwelfare.idaho.gov) or call 1- 877-456-1233.

## Women, Infants, and Children (WIC)

This income-based program is a federally funded program for is a supplemental program for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five. Participants will receive vouchers that they can take to the store for specific nutritious foods. Families are eligible to receive health screenings and the program helps save money, eat well, nutrition education, healthy living. For information, please visit [www.healthandwelfare.idaho.gov](http://www.healthandwelfare.idaho.gov) or call 1-877-456- 1233.

# Accessibility

## Partner Service or Distribution Hours

All Partners are required to establish and post the days and hours of operation for feeding sites and food pantries in clear view for all general public to see. Any changes in services days or times must be promptly reported to IFB, FindHelp.org, and the 211 Idaho CareLine. IFB maintains a “Get Food” tab on the IFB website that posts Partner locations, contact information, and service dates and times for people who are seeking food assistance.

<http://www.idahofoodbank.org/getfood/>

Areas where Partners are recommended to post feeding site and food pantry days/hours of operation:

- Organization’s website
- Organization’s promotional fliers
- Organization’s front door and windows
- Reader boards around Organization
- Social media accounts

Partners are also encouraged to have employees, volunteers, and others that assist in the day-to-day operations to advertise by word of mouth that free food assistance is offered at the organization for the ill, needy, and infants (minor children). Partners are also able to bring awareness to free food assistance by holding food drives, events, and distribution of flyers.

# Pantry Distribution Options

There are two primary methods of distributing food to recipients, either through a Neighbor Choice Pantry or prepackaged food boxes. IFB encourages Partners to offer Neighbor Choice Pantry.

## Neighbor Choice

This format is encouraged by IFB as the gold standard of distribution operations. Recipients choose or “shop” for the items they need or could use in their households. Neighbor Choice is a beneficial way to approach hunger in our communities because it allows for the following:

- Greater empowerment, joy, and satisfaction for the recipients.
- Ability to meet special dietary needs.
- Avoids the distribution of unwanted items/ less food waste.
- Pantry can still control how much food goes out; Neighbor Choice only impacts what kind goes out.
- Volunteer time is saved by not having volunteers pack bags which can allow the pantry to be open additional hours.

Neighbor Choice is a method of distribution that offers many degrees of choice which take into consideration your agency’s available resources of time, space, and volunteers. To request more information regarding a Neighbor Choice Pantry, please look at the IFB website on the Agency Zone page for the tab labeled “Agency University” then “Neighbor Choice Pantry”.

## Food Boxes

If a partner decides to provide pre-packed bags/boxes, the box typically contain enough food for a 3-4 days. There are no official limits on the amount of donated food in a food box. However, we suggest no less than the amounts shown in the “Basic Food Box Guidelines” found in the Useful Documents Section of this manual. When prepacking food bags/boxes Partners should try to provide food from all 5 food groups if availability allows. Please be as generous as your supply allows in the

[MyPlate](#) categories; grain, dairy, fruits, vegetables, and protein. A little extra can make a big difference.

When recipients come to a pantry, Partners can become a useful resource. While informing the recipient of local, state and federal services that are available, Partners can provide recipes that contain ingredients commonly found at food pantries.



# Strengthening Your Pantry

## PANTRY ACCESSIBILITY

- Determine whether your pantry hours overlap with nearby pantries
- Collaborate with nearby pantries to ensure that neighbors can access a food pantry any day of the week
- Survey neighbors about pantry hours
- Evaluate the addresses of out-of-area neighbors to see if there is a geographic area that is underserved by pantries
- Post pantry information on 211 & Community Compass
- Post pantry information on a website or social media page
- Post a sign outside with the pantry location and times
- Establish clear policies on when the pantry will close due to weather or other issues, and share these policies with neighbors regularly
- Recruit volunteers to interpret languages commonly spoken in the pantry
- Translate pantry documents into languages commonly spoken in the pantry
- Serve out-of-area neighbors once per year
- Offer free parking and bike racks
- Comply with ADA requirements
- Create written policies for accessibility in your pantry

## INTAKE PROCESS

- Ask intake questions in a private space, and inform neighbors about how their information will be used
- Remove all unnecessary questions from the intake process
- Improve the efficiency of intake by using digital tools
- Make all religious activities or questions optional
- Post a list of expectations for neighbors and volunteers
- Keep track of shopping order without a physical line
- Offer the option of making appointments for the pantry
- Offer activities and services while neighbors wait
- Create written policies for intake in your pantry

## FOOD SOURCING

- Source food from Idaho Foodbank
- Source 50% or more of food inventory from local food drives or donors
- Source no more than 40% of your inventory from any one source (other than a food bank)
- Ask for specific items in food drives
- Create written policies for food sourcing in your pantry

## FOOD DISTRIBUTION

- Use a neighbor choice model (shopping or list)
- If using a traditional model, offer an element of choice (e.g. a trade table or free table)
- Give larger amounts of food to larger families
- Create written policies for distribution in your pantry

## HEALTHY OPTIONS

- Offer healthy food options every time the pantry is open
- Provide recipes or cooking and nutrition tips to neighbors
- Offer information on health-related wraparound services
- Provide health screenings and services directly to neighbors
- Place healthy items at eye level
- Pair meal-making items together
- Place produce first in distribution line
- Give neighbors multiple exposures to healthy items
- Post information or photos of healthy food in waiting areas
- Use 'shelf talker' signs for healthy options
- Display suggested amounts of unlimited items
- Educate volunteers about healthy options
- Offer samples or taste tests in the pantry
- Incentivize healthy options (e.g. free, no points, unlimited)
- Host cooking or nutrition classes, or connect neighbors to programs offered nearby
- Create written policies for healthy foods in your pantry

## FOOD SAFETY

- Maintain food safety certification for at least one pantry leader
- Train volunteers in food safety, and post printed reminders of practices throughout the pantry
- Distribute food safety information to neighbors
- Create written policies for food safety in your pantry

## WRAPAROUND SERVICES

- Promote 211 and Community Compass in the pantry
- Connect neighbors to other food pantries
- Post information on wraparound services
- Co-locate with a wraparound service
- Invite organizations to visit the pantry to offer services
- Create written policies for wraparound services in your pantry

## VOLUNTEERS

- Create defined volunteer roles and needs
- Recruit volunteers beyond your host organization
- Use online sign-ups for volunteers
- Create a volunteer training program or orientation plan
- Train regular volunteers in conflict de-escalation, cultural awareness, and interacting with vulnerable populations
- Train pantry leaders in emergency plans
- Host volunteer appreciation events at least once per year
- Recognize volunteer contributions throughout the year
- Track volunteer time
- Solicit volunteer feedback
- Create written policies for volunteer recruitment, training, and appreciation in your pantry

## NEIGHBOR ENGAGEMENT

- Implement strategies to receive ongoing neighbor feedback
- Solicit feedback from neighbors about a specific topic
- Invite neighbors to fill other roles in the pantry (e.g. volunteers, board members, staff, committee members)
- Create written policies for neighbor engagement in your pantry

## FUNDRAISING

- Develop a consistent fundraising message
- Receive funds from diverse sources (e.g. individuals, corporations, in-kind, grants, and organizational support)
- Collect data and stories from the pantry
- Create written policies for fundraising in your pantry

## PANTRY LEADERSHIP & SUSTAINABILITY

- Have a pantry board or leadership group
- Establish responsibilities, roles, and term limits for leaders
- Develop contingency plans
- Conduct succession planning, including drafting a written pantry plan
- Create opportunities to develop volunteers into pantry leaders

## HUNGER ADVOCACY

- Enroll in a hunger advocacy training
- Receive updates on important policies impacting hunger
- Send comments, letters, and other information to representatives
- Invite volunteers and neighbors to join advocacy efforts
- Offer voter registration in the pantry
- Create written policies for advocacy in your pantry

# Printouts & Helpful Documents

# Volunteer Confidentiality Agreement

I understand that as a volunteer, I may have access to confidential information about the participants that utilize \_\_\_\_\_(Partner).

I understand that any information that I learn about a participant is confidential and that information about a participant cannot be disclosed to anyone. I understand the law provides for the possible civil and criminal penalties for disclosure of confidential participant information.

This includes information I receive whether obtained either verbally or written by:

- \_\_\_\_\_(Partner)
- Direct contact with participants and families
- The Idaho Foodbank

Any of this information is to be held in strict confidence in order to protect the rights of all participants and families.

I recognize that the disclosure of such information by me may cause irreparable harm to the family and \_\_\_\_\_(Partner) and that accordingly, the family may seek any legal remedies against me which may be available.

I agree that I will not:

- Reveal to anyone the name or identity of a participant.
- Repeat to anyone any statements or communications made by or about the participant.
- Reveal to anyone any information that I learn about the participant as a result of discussions with others while providing support to the participant.
- Write or publish any articles, papers, stories or other written materials which will contain the names of any participant or information from which the names or identities of any participant can be discerned. If a paper is written about my volunteer work here, I agree that I will submit it to \_\_\_\_\_(Partner) for approval.

I hereby agree by signing below that I have read this document, fully understand its meaning and promise to adhere to the confidentiality agreement described above.

Date: \_\_\_\_\_

Printed Name of Volunteer: \_\_\_\_\_

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

Phone Number: \_\_\_\_\_

# Basic Food Box

## Guide for food supplies for 3-4 days

We are suggesting no less than the amounts shown, give more when possible. There are no official limits on the amount of USDA or donated food in a food box. Please be as generous as your supplies allow, a little extra can make a big difference....

FOOD CATEGORIES	FAMILY SIZE							
PERSONS	1	2	3	4	5	6	7	8
<b>VEGETABLES</b> Can/Frozen/Fresh	3-5	3-5	4-6	5-7	6-8	7-9	8-10	9-11
<b>FRUIT</b> Canned/Frozen/Fresh/Dried	2-3	3-5	4-6	4-6	5-7	5-7	6-9	6-9
<b>SOUP</b> Canned/Boxed/Frozen	2-3	2-3	3-5	3-5	4-6	4-6	5-7	5-7
<b>MEAT / FISH:</b> Tuna, hamburger, chicken, salmon, hot dogs etc...	2	3-4	3-4	3-4	3-4	3-4	5-6	5-6
<b>Skillet Meals/Box Meals</b> Mac n Cheese, "helper" mixes.	1-2	1-2	2-3	2-3	2-3	3-4	3-4	4/5
<b>Canned or Prepared Meals</b> Stew, Chili, Spaghetti Sauce/Pasta	1-2	1-2	2-3	2-3	2-3	3-4	3-4	4-5
<b>OTHER PROTEIN:</b> Peanut butter, beans	2	2	3	3	3	4	4	4
<b>Eggs</b>	½doz	½doz	½doz	1doz	1doz	1doz	1doz	1doz
<b>RICE / NOODLES/PASTA</b>	2	2	2	3	3	4	4	4
<b>Cereal</b> -cold or oatmeal	1	1	1	2	2	2	3	3
<b>Grains</b> Tortillas, Flour, Baking mix	1-2	1-2	1-2	1-2	1-2	1-2	1-2	1-2
<b>DAIRY</b> Yogurt, Cottage Cheese, Milk, Cheese	2-3	2-3	2-3	2-3	2-3	3-4	3-4	3-4
<b>NFD milk</b>	1	1	1	1	1	1-2	1-2	1-2
<b>Vegetable Oil</b>	1	1	1	1	1	1	1	1
<b>JUICE</b> (32 -46 oz)	1	1	1	2	2	3	3	3
<b>OTHER</b> <u>as available</u> : margarine, coffee, tea, dessert, cookies, snacks, chips, soda, mayo, olives, salsa, catsup, bread, crackers.								

Combine items (USDA and DONATED/PURCHASED) within categories to reach suggested unit numbers.

Unit in columns is usually the common size encountered in pantries: 15-16 oz cans, 2 # frozen

veg, 2# USDA beans/ rice, 2-5# flour, 29oz USDA pork, 1# USDA frozen pork, etc

Use your judgment in substituting fresh fruit and veg, e.g. 4-6 potatoes, apples etc = 1 unit.

# Neighbor Choice Pantry "Shopping List"

Date: \_\_\_\_\_

Please mark the items that your family needs and will use and enjoy the most. Your food box will be built based on your choices and your household size.

<b><u>Canned Vegetables</u></b> <input type="checkbox"/> Corn <input type="checkbox"/> Peas <input type="checkbox"/> Green Beans <input type="checkbox"/> Carrots <input type="checkbox"/> Mixed Veggies <input type="checkbox"/> Beets	<b><u>Canned Fruits</u></b> <input type="checkbox"/> Fruit Cocktail <input type="checkbox"/> Pineapple <input type="checkbox"/> Peaches <input type="checkbox"/> Pears <input type="checkbox"/> Apple Sauce <input type="checkbox"/> Mandarin Oranges	<b><u>Grains</u></b> <input type="checkbox"/> Hot Cereal      Cold Cereal <input type="checkbox"/> Brown Rice      White Rice <input type="checkbox"/> Pasta/Noodles <input type="checkbox"/> Macaroni & Cheese
<b><u>Protein</u></b> <input type="checkbox"/> Canned Tuna <input type="checkbox"/> Canned Chicken <input type="checkbox"/> Black Beans <input type="checkbox"/> Pinto Beans <input type="checkbox"/> Kidney Beans <input type="checkbox"/> Peanut Butter	<b><u>Canned Soups/Box Meals</u></b> <input type="checkbox"/> Canned Soup <input type="checkbox"/> Canned Chili <input type="checkbox"/> Canned Pork and Beans <input type="checkbox"/> Hamburger Helper <input type="checkbox"/> Tuna Helper <input type="checkbox"/> Other Boxed Meals	<b><u>Dairy (Circle Variety of Choice)</u></b> <input type="checkbox"/> Milk (White) (Chocolate) <input type="checkbox"/> Shelf Stable Milk (White) (Choc) (Soy) (Lactose Free) <input type="checkbox"/> Silk (Soy milk)
<b><u>Condiments/Sauces/Misc.</u></b> <input type="checkbox"/> Pasta Sauce <input type="checkbox"/> Jelly or Jam <input type="checkbox"/> Cooking Oil <input type="checkbox"/> Spices <input type="checkbox"/> Cooking/Baking Items	<b><u>Other Frozen Products (Circle Variety of Choice)</u></b> <input type="checkbox"/> Fruits      Bread (White) (Wheat) <input type="checkbox"/> Vegetables <input type="checkbox"/> Microwave Meals _____ _____	
<b><u>Frozen Meats</u></b> <input type="checkbox"/> Beef <input type="checkbox"/> Chicken <input type="checkbox"/> Pork <input type="checkbox"/> Lunch meat (Ham) (Turkey)	<b><u>Fresh Produce (if available)</u></b> <input type="checkbox"/> Broccoli <input type="checkbox"/> Bagged Salad <input type="checkbox"/> Tomatoes <input type="checkbox"/> Squash <input type="checkbox"/> Oranges <input type="checkbox"/> Apples	<b><u>Favorite Product/Other*</u></b> (Example: Frosted Mini-Wheats; Strawberry Jelly; Sweet Corn) _____ _____ _____

\*Please use this box to list specific brands or varieties that you would like or use most. Also use this box to list items that are not included in the other categories that you would like to have if available. We will do our best to include these products in your food box, but please remember these products are subject to availability.

## **Other Household Information:**

Does anyone in your household have any food allergies?    Yes    |    No

If yes, please explain: \_\_\_\_\_

Does anyone in your household have any special dietary needs?    Yes    |    No

If yes, please explain: \_\_\_\_\_



Food Box Received:\_\_\_\_\_

# Temperature Log

## Circle One

**Freezer (0°F or Below)<sup>1</sup>.**Refrigerator (33-41°F) <sup>1.</sup>[illegible]

1. United States Department of Agriculture. USDA. Food Safety and Inspection Service. (2013). Idaho Department of Health & Welfare. Idaho Food Safety Manual, Food Sources and Protection.(2013). Centers for Disease Control and Prevention. CDC. Healthy Living, Food Safety. (2013).

**PEST SIGHTING LOG**

This log is reviewed during each regular service. If you require immediate service, please contact your local Sprague Service Center or call 800.272.4988.

Date	Time	Pest Sighted	Location	Name/Department of Person Reporting Sighting
Remarks				
Sprague Date / Initial		Sprague Comments and/or Corrective Action		
Date	Time	Pest Sighted	Location	Name/Department of Person Reporting Sighting
Remarks				
Sprague Date / Initial		Sprague Comments and/or Corrective Action		
Date	Time	Pest Sighted	Location	Name/Department of Person Reporting Sighting
Remarks				
Sprague Date / Initial		Sprague Comments and/or Corrective Action		
Date	Time	Pest Sighted	Location	Name/Department of Person Reporting Sighting
Remarks				
Sprague Date / Initial		Sprague Comments and/or Corrective Action		
Date	Time	Pest Sighted	Location	Name/Department of Person Reporting Sighting
Remarks				
Sprague Date / Initial		Sprague Comments and/or Corrective Action		

ABC Food Pantry PO Box 123

1098 Horace Drive

Whoville, ID 12345

## Example Intake Form

Name/Nombre \_\_\_\_\_

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

Address/Direccion \_\_\_\_\_

County/Condado \_\_\_\_\_

Phone/Teléfono \_\_\_\_\_

Name/ Nombre	Age/Edad	Name/Nombre	Age/Edad
1. _____		6. _____	
2. _____		7. _____	
3. _____		8. _____	
4. _____		9. _____	
5. _____		10. _____	

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

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

## Partner Monthly Report of People Served

Report Month / Year:		
Agency Name:		
Agency Address:		
Phone Number:		
Email Address:		
County:		
Agency Contact:		
Report prepared by:		
Please indicate agency type:	Food Pantry	Community Kitchen / Emergency Shelter / Group Home

### Food Pantry data collection:

Total number of children (0-18) served last month	
Total number of adults (19-59) served last month	
Total number of seniors (60+) served last month	
Total number of households served only one time last month	
Total number of households served two or more times last month	
Total number of new households served last month	
Number of households turned away last month	

### Community Kitchen / Emergency Shelter / Group Home data collection:

Total number of meals served to children (0-18) last month	
Total number of meals served to adults (19-59) last month	
Total number of meals served to seniors (60+) last month	

\*\*\*You must enter the data above on your report on [Agency Express](#)  
under the "Report" tab  
*no later than the 5<sup>th</sup> of the month.*\*\*\*

Any questions regarding Agency Express, please contact: [Orders@IdahoFoodbank.org](mailto:Orders@IdahoFoodbank.org).  
For any other questions, please contact [Partnerships@IdahoFoodbank.org](mailto:Partnerships@IdahoFoodbank.org).



## Recall Response Form

Please complete ALL appropriate categories:

I have read and understand the recall instructions provided in the letter from The IdahoFoodbank on \_\_\_\_\_[DATE]. **Circle Yes / No.**

I received the following quantity of product as mentioned in this recall: \_\_\_\_\_packages  
of \_\_\_\_\_[PRODUCT NAME].

I have checked my stock and have quarantined inventory consisting of \_\_\_\_\_packages of  
\_\_\_\_\_[PRODUCT NAME].

I have destroyed \_\_\_\_\_packages of product by \_\_\_\_\_(destruction method) on  
\_\_\_\_\_(date).

*(Type of destruction method includes trash can, dumpster, drain as designated by The Idaho Foodbank.  
Deflecting the product to animal feed is NOT PERMITTED.)*

Any adverse effects associated with the recalled product? **Circle Yes / No**

**If yes, please explain:**

---

---

Your Name: \_\_\_\_\_

Your Title: \_\_\_\_\_

Organization Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

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

City/State/Zip: \_\_\_\_\_

*Comments:*

# Example Invoice



THE IDAHO FOODBANK  
3562 SOUTH TK AVENUE  
P.O. BOX 5601  
BOISE, ID 83705-0601

## STATEMENT

If you have questions about this statement, please call Melanie at 208-577-2696

Statement Date: 02/15/11

Account Number: 154021  
Program No. 154021-FP  
Page: 1

The Big Hunger Coalition  
Mr. Helper  
121 Need Help Street  
Yourtown, ID 83777-0000

Amount Remitted

PLEASE RETURN THIS TOP PORTION  
WITH YOUR PAYMENT TO THE  
ADDRESS AT THE TOP OF THIS  
STATEMENT.

Document	Date	Terms	Code	Debits	Credits	Balance
	11/30/10	Balance Forward		Bal Fwd .....		1,360.21
DD2010-AOR-	12/02/10				1,360.21	0.00
AOR-39117-1	12/03/10	Current Month + 45 Day Invoice		0.00	0.00	0.00
AOR-39063-1	12/08/10	Current Month + 45 Day Invoice		272.95		272.95
AOR-39010-1	12/08/10	Current Month + 45 Day Invoice		246.96		519.91
AOR-39791-1	12/08/10	Current Month + 45 Day Invoice		3,616.58		4,136.49
AOR-39384-1	12/20/10	Current Month + 45 Day Invoice		0.00	0.00	4,136.49
DD2010-AOR-	12/29/10				519.91	3,616.58
AOR-39645-1	01/12/11	Current Month + 45 Day Invoice		4,493.09		8,109.67
AOR-39614-1	01/12/11	Current Month + 45 Day Invoice		127.92		8,237.59
AOR-39999-1	01/20/11	Current Month + 45 Day Invoice		0.00	0.00	8,237.59
AOR-40297-1	02/09/11	Current Month + 45 Day Invoice		130.60		8,368.19
AOR-40281-1	02/09/11	Current Month + 45 Day Invoice		35.40		8,403.59

Statement Balance. 8,923.50 1,880.12 8,403.59

### Statement Aging:

Days overdue:	<u>Current</u>	<u>UP To 30 Days</u>	<u>31 - 60 Days</u>	<u>Over 60 Days</u>
Aged amounts:	4,787.01	3,616.58	0.00	0.00

**If you or  
someone you  
know needs  
food  
assistance,  
we can help.**



 **SCAN ME**

**The Idaho  
Foodbank**



**Hold your phone's  
camera over the  
code above or visit  
our website below  
to find food  
assistance near  
you.**

**[IdahoFoodbank.org/GetFood](http://IdahoFoodbank.org/GetFood) or call 208-336-9643**

**Si usted o  
alguien que  
conoce  
necesita  
asistencia  
alimentaria,  
podemos  
ayudar.**



 **SCAN ME**

**The Idaho  
Foodbank**



**Coloque la cámara de  
su teléfono sobre el  
código que aparece  
arriba o visite nuestro  
sitio web - indicado  
abajo, para obtener  
información sobre la  
asistencia alimentaria  
más cercana a usted.**

**[IdahoFoodbank.org/GetFood](http://IdahoFoodbank.org/GetFood) o llame al 208-336-9643**