



Agency Handbook

Welcome!

Welcome to Channel One's network of partner agencies and program host sites across 14 counties in southeastern Minnesota and western Wisconsin. As a Partner Agency of Channel One, your organization is also part of the Feeding America Network. We are unified by a common vision of an America where no one is hungry. We are better together. By acting together as a network, we are best able to meet the needs of people facing hunger.

Channel One's mission is to strengthen food access and build healthy communities with a vision that every community in our region is food secure.

Every day, our values guide our work:

- People experiencing food insecurity are at the center of everything we do.
- We foster a culture grounded in respect- embracing those we serve, our team, and our volunteers- and honor the fundamental worth and dignity of each individual.
- We build and foster a culture of continuous improvement and innovation.
- We work in partnership with local communities and our peers to improve nutrition and promote food security.

Thank you for joining us in this important work. We cannot end food insecurity in southeast Minnesota and Western Wisconsin without your partnership.

Partner Agency Expectations

Agencies execute a [Partner Agency Agreement](#) with Channel One Regional Food Bank, which outlines expectations of partnership. Other agreements such as a [Program Host Site Agreement](#), [Retail Donation Program Addendum](#) may also apply.

USDA Programs

Channel One is contracted to administer USDA programs in Minnesota. TEFAP (The Emergency Food Assistance Program) is administered by the Department of Children, Youth and Families (DCYF). Information is available on DCYF's [TEFAP Forms and Resources](#) site. Food Shelves that distribute TEFAP will also have a TEFAP Site Distribution Agreement and additional expectations.

CSFP (Commodity Supplemental Food Program) is administered by the Minnesota Department of Health (MDH). Information is available on MDH's [CSFP](#) site. Organizations that distribute CSFP will also have a CSFP Site Distribution Agreement and additional expectations.

Food and Product Sources and Costs

Channel One Food Bank sources food and grocery items in many ways. Each product source has different requirements and costs.

- Donations: Channel One sources donations from manufacturers, suppliers, retailers, farmers, and other food businesses. Channel One charges partner

agencies Shared Maintenance Fee (SMF) on donated items, in line with Feeding America guidance. SMF helps to cover the cost of receiving, warehousing, and distributing the donated items. SMF is \$0.18 per pound.

- **Grant Purchased:** Food that Channel One sources with grant funds is available at no cost to partner agencies. Restrictions on which agencies and programs can access grant purchased product may apply based on donor requirements.
- **Purchased:** Food and supplies that Channel One buys wholesale to increase the variety and consistency of our inventory with healthy and essential options. Also known as Co-Op sales, purchased product is available for purchase for the cost of goods sold.
- **Subsidized:** food and products that have a cost to Channel One that is not passed on to agencies, i.e., subsidized. Restrictions may apply.
- **USDA foods:** TEFAP (The Emergency Food Assistance Program) and CSFP (Commodity Supplemental Food Program) are available to sites with specific contracts and are distributed at no cost.

Food and Product Valuation Report

Partner agencies may need value information for donated products and USDA foods for financial audits or other purposes. Channel One does not assign value to food and products when they are received. We use Feeding America's annual study to determine the approximate wholesale value of a pound of donated product. The Product Valuation Report is based on calendar year data. If your agency needs the value of donated food received from Channel One, please email agencysupport@channel-one.org. Send the agency number/name and audit timeframe. We will send a letter that meets TEFAP audit requirements and a corresponding report on items and pounds received.

Sourcing from the Food Bank

Agency Express

Channel One uses [Agency Express](#) for ordering from the Food Bank's inventory. Each agency has a unique log-in. Your agency's User Name, Password, and Program Code are sent to you by the Agency Services team. The Program code begins with 0177p and ends with your 4-digit Agency Number.

Order Window

Orders must be placed three business days ahead of your delivery date. There is a 24-hour window for placing an order through Agency Express. The order window opens at 7 am and orders need to be finalized by 7 am on the following business day. Weekends and holidays are not included as business days. Watch for information on Agency Express regarding order window and delivery changes because of holiday closures. When the order window falls on the last business day of the month, there may be delays because Channel One's monthly inventory count must be completed before agencies can begin their orders.

Regular order windows for delivery are:

- For Monday delivery → order previous Thursday starting at 7 am
- For Tuesday delivery → order previous Friday starting at 7 am
- For Wednesday delivery → order previous Monday starting at 7 am
- For Thursday delivery → order previous Tuesday starting at 7 am
- For Friday delivery → order previous Wednesday starting at 7 am

Delivery

Channel One's delivery routes are optimized to deliver the most feasible food to our partners with each truck that leaves the warehouse. There is a 500-pound minimum order to qualify for delivery, and the expectation is that agency partners order regularly. Truck routes are weekly or bi-weekly (twice per month), with few exceptions. Your agency has received a delivery schedule from Agency Services. Delivery schedules may be adjusted as needed.

Delivery Costs

Delivery fees are \$0.04 per pound, with a cap of \$375 per delivery. The charge is calculated on all products we deliver, including donated, TEFAP, purchased and grant purchased. There are some programs that prohibit Channel One from charging delivery fees (such as CFSP) and certain grants. Delivery fees are not calculated for those items. Delivery fees are calculated on invoices as a separate line item.

Delivery costs are heavily subsidized and do not cover all the cost of receiving and shipping food and products to partner agencies. In order to share the cost and reduce operational administrative support costs, Channel One will not process credits for delivery fees.

Delivery appointments are listed in Agency Express. Delivery appointments are released by the calendar month the week prior to the start of the month. To see all appointments for the calendar month, go to **Order Options** → **Scheduler**. If you do not see your delivery schedule as expected, please email agencysupport@channel-one.org.

Scheduler

Pickup / Delivery: Date: Time:

My Appointments

Date	Time	Reference Number	Standing	Type
8/27/2024	12:30 PM		Y	Delivery
8/20/2024	12:30 PM		Y	Delivery
8/13/2024	12:30 PM		Y	Delivery
8/6/2024	12:30 PM		Y	Delivery
7/30/2024	12:30 PM	PO5396930	N	Delivery

Local Pick-Up Agencies

Agencies within a 25-mile or 30-minute radius that routinely order less than 500 pounds must pick up orders (no deliveries). Orders can be picked up Monday through Thursday from 8 am until 2 pm.

Regular order windows for pick-up are:

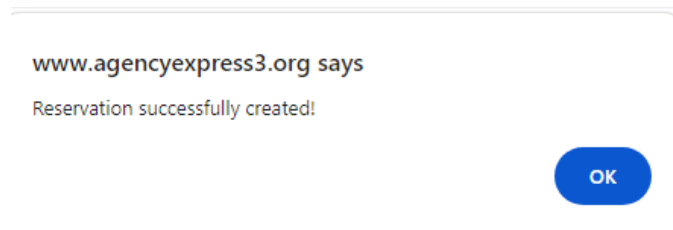
- For Monday pick-up → order previous Thursday
- For Tuesday pick-up → order previous Friday
- For Wednesday pick-up → order previous Monday
- For Thursday pick-up → order previous Tuesday

Pick-up Scheduling

To schedule an order for pick-up, go to the scheduler under order options. Choose “pick-up” under Pick-up/Delivery. Select a date three (3) days from the current date and reserve a time.

The screenshot shows a web interface titled "Scheduler". It includes a "Pickup / Delivery" dropdown menu set to "Pickup", a "Date:" input field, and a "Time:" section with a calendar for July 2024. The calendar shows dates from 1 to 31, with the 30th and 31st highlighted in yellow. A "Reserve" button is visible to the right of the calendar. Below the scheduler is a section titled "My Appointments".

When pick-up scheduling you will get a message stating your reservation is successfully created and can begin to place your order.



Ordering

When the order window opens on your agency's order day, log into Agency Express to place your order. Please know that logging in before your order window to see what is available and placing items in your shopping cart before your order window opens will not reserve the product for your organization.

To start, select “Shopping List” from the “Order Options” drop-down tab. Input the number of cases/bales/etc. in the Order Qty column and click “Add to Cart.” Be sure to click add to cart on each page you select items if you are toggling between

shopping list pages.



Once you add a quantity to your cart you will see the following message:



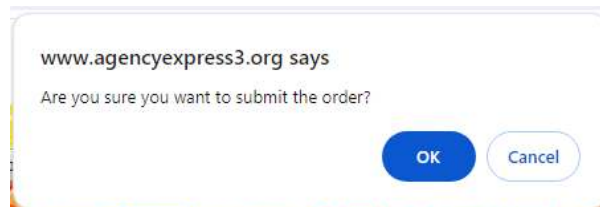
Submitting Your Order

Once finished shopping, you must click on “Check Out” to confirm the contents of the shopping cart and to submit the order.

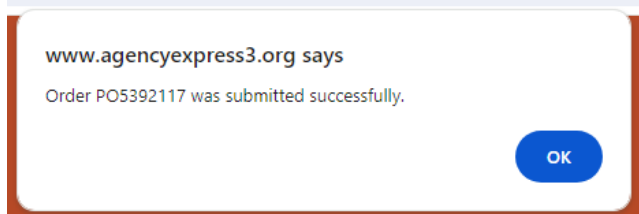
Note that although the date has been selected, the shopping cart has items, and a reference PO number is assigned, **the order will not be processed unless the shopper clicks on “Submit Cart.”**

- “Clear Cart” will empty the contents of the cart (although this will not be visibly empty until you update the cart).
- “Continue Shopping” will return to the shopping list.
- “Update Cart” will accept any changes to quantity made from this screen.

Only “Submit Cart” processes the actual order and sends it to Channel One. You will see a prompt asking, “Are you sure you want to submit the order?”



Be sure to click “OK.” You will also receive a pop-up message stating your order was submitted successfully.



When the order status is Sent to Foodbank under Order Management and you only see the printer icon, the order is being processed and syncing with our system.

Order Management								
<div style="display: flex; align-items: center; gap: 5px;"> 1 2 3 4 5 6 7 8 9 10 ... >> </div>								
	Reference Number	Created By	Status	Gross Weight	Total Price	Pickup/Delivery Date	Admin Edited	Modified Date
	PO5405272	Admin	Sent To Foodbank	31.00	\$34.52	08/06/2024		08/02/2024

After our team receives the order and the systems are fully synced, the pencil and red X icons will reappear for the duration of your order window. While it is possible to edit your order and resubmit during your 24-hour order window, we do not recommend it. If you have a critical need (high demand foods such as produce, meat or milk), please email agencysupport@channel-one.org during your order window for inventory support.

Orders are released for picking and palletizing the day before delivery. After 9 am we have extremely limited capacity to add onto or change orders prior to delivering the next business day.

Inventory and Item Information

The inventory can be sorted by category, food source, or other details to find what is available. Not all agencies may see all items in inventory, depending on the food source, handling requirements, or other details.

Categories: Channel One uses the following inventory categories to group food and items.

Category	Example
Assorted	Assorted donated products, full pallets (restrictions apply)
Baby Food/Formula	Baby formula, food, or nutritional aids (Pedialyte)
Baking/Cooking	Salad dressings, mayonnaise, spice/condiment/sauce, herbs, salt, sugar, mixes, breadcrumbs, vinegar, extracts, mustard, syrup, gravy, jelly, salad oil, sauces
Beverages	Coffee, tea, soda, drinks, juice, non-dairy dairy substitutes
Bread/Bakery	Bread, biscuits, rolls, tortillas, pita, pie crusts
Dairy	Milk, yogurt, cheese, butter, sour cream, ice cream
Desserts/Snacks	Cakes, pies, pudding, frozen confections, snack foods,

	cookies, candy, crackers, popcorn
Fruit	Canned, frozen, and dried fruits
Grains	Hot and cold cereal, flour, corn meal, pasta, macaroni, noodles, rice
Household	Household goods, cleaning products, paper products, diapers, adult sanitary products, feminine products
Pet Products	Pet food/pet care
Prepared	Prepared; ready to heat and eat meals
Produce	Fresh, perishable fruits and vegetables
Protein	Frozen or canned meat, fish, poultry; peanut and nut butters, eggs, beans, nuts
Soups/Sides	Macaroni & cheese, soups, stews, side dishes, and meal helpers
Vegetables	Canned and frozen vegetables

Handling Requirements: Describes how the food is stored and should be received and stored by partner agencies.

- **Dry:** Generally shelf stable items like canned and boxed goods.
- **Refrigerated:** Generally perishable and stored in refrigeration.
- **Frozen:** Stored in freezers.

Food Source: Describes the source of the item and applicable costs. See Food and Product Sourcing.

- **Grant Purchased:** restrictions apply
- **CO-OP Sale:** purchased (wholesale)
- **Shared Maintenance:** donated
- **Subsidy:** restrictions apply
- **TEFAP Grant:** only available to TEFAP site distribution partners.

Description: Each item has a basic description, like Beef Stew or Brown Rice, Long Grain. The description may not include the handling requirement or food source. Click into the item Number for more detail.

Unit of Measure (UOM):

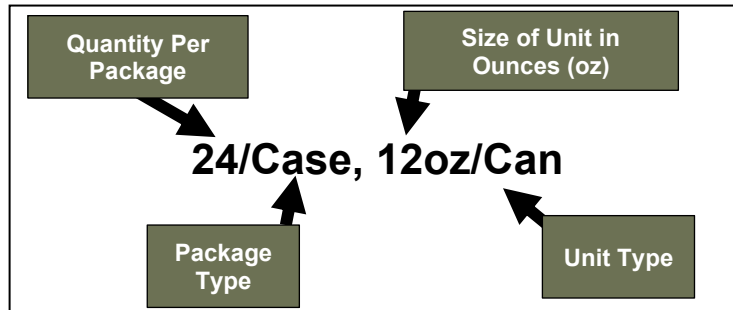
- **Bag:** Items like potatoes and onions are packed in plastic, mesh or paper bags.
- **Bale:** Items like flour, sugar and rice are packaged in plastic or paper bales instead of cases.
- **Case:** Most items are packed in cardboard or plastic wrapped cardboard cases.
- **Kit:** CSFP boxes or other individual items kitted together into a box.
- **Lbs:** Pounds
- **Tote:** Bulk items melons packed in cardboard totes and transported on a pallet.

Unit Price:

- The price for a unit (case, bale, etc) of the item.

Pack Size:

- Describes how the item is packaged.



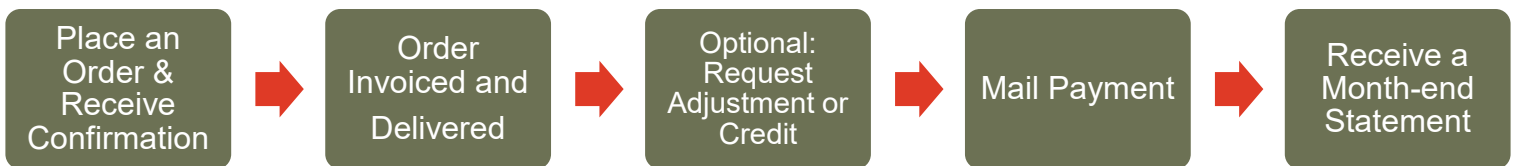
Case Limits

Channel One established *Agency Multiplier* limits for food shelves for TEFAP, Grant Purchased foods and high-demand donations. The calculation is the sum of your food shelf household visits divided by the sum of regional food shelf household visits. The Channel One Food Shelf uses the same calculation. There are adjustments for agencies who get more than one delivery in a week. Food shelves in underserved communities also receive adjustments to increase food access.

On the item side, there is a *Lot Max* calculation with the total quantity of cases received and available and how quickly the item should be distributed. For perishable food like milk, that is one week. Together, the *Agency Multiplier* and *Lot Max* calculate the limit of the item that your agency may order.

The *Available Quantity* on Agency Express is the calculated limit for your food shelf. It is not an allocation. The amount is not reserved for your food shelf. Order up to the *Available Quantity* of the item with your regular order for delivery. You will see the same *Available Quantity* as long as there is inventory of that item available.

Ordering, Invoicing and Payments



Step 1) Place an Order and Receive an Order Confirmation

When an order is placed through Agency Express and received by Channel One, you will receive an [order confirmation](#) by email from agencysupport@channel-one.org. The email subject will say Order Axxxx Accepted, and the attached document will say AGENCY ORDER at the top. This confirmation lets agencies know Channel One has received the order. Agency Orders list the items ordered, requested quantity, order quantity, total weight, unit fee and total fee. The Agency

Order does not calculate the delivery cost.

Note that on the order confirmation, some items may have a “requested quantity,” but the “order quantity” will be blank, and the “total lbs” will be 0. That means that the item is no longer available.

Step 2) Receive an Invoice

After the order is received and processed, agencies receive an invoice. [Invoices](#) are sent by email from agencysupport@channel-one.org. Invoices include the amount owed for an order, delivery fees, and any other charges. Channel One makes every effort to let agencies know if something ordered is not available before delivery. Some items may show under Item No, Description and Unit columns, but the Gross Weight and Qty are blank. That means the item is no longer available and will not be delivered.

Step 3) Order is Delivered

Delivery appointments should be considered a two-hour window. For example, if your delivery appointment is at 10 am, you should expect it between 9 am and 11 am Deliveries will only be scheduled before 8 am in limited circumstances. For example, when an agency needs a delivery to stock before it opens.

Channel One Food Bank closures and notices related to inclement weather are posted on the home page of Agency Express. We will also reach out to agency contacts by phone and email. If there are any issues with a delivery the day of, please email agencysupport@channel-one.org or call our main number at 507-287-2350. We will contact the driver through our operations team and relay any updates to you. We will also communicate any known delays to the authorized representative for your agency as well.

An authorized representative of the agency must receive and inspect the delivery. The driver will bring the [picking list](#) and a copy of the invoice. Receiving a delivery includes comparing it with the picking list and invoice. If there are any discrepancies (items not received/received in the wrong quantity or items rejected for quality issues) the authorized representative should note both documents. The signed picking list should be returned to the driver. Please note the delivery time on it as well.

The driver will stay onsite to support receiving your delivery. After the driver leaves, if there are any discrepancies, email agencysupport@channel-one.org within 2 business days.

Step 3) Credits

If your delivery included items that were not delivered or rejected due to quality or other issues, please email agencysupport@channel-one.org. We will issue credits for missing purchased product, and for donated product in excess of \$10.00. The [CREDIT MEMO](#) indicates an adjustment has been made for missing items and a credit has been issued.

We cannot issue adjustments or credits for product that was recalled or for product that was delivered in good faith that the agency had to waste afterwards, including partially damaged cases. We cannot make adjustments or credits after month-end inventory and close-out is complete, which is typically 5 business days after the month closes.

The dollar amount listed on a credit memo indicates an adjustment in the agencies' favor. The same value will show in a separate column for credits and payments on your [monthly statement](#).

Step 4) Mail a Payment

Payments must come from the 501(c)3 organization that is fiscally responsible for the program, and include:

- The check payment with the 4-digit agency number written on the check or stub.
- If your agency places orders for multiple programs, please send a separate check for each program.
- The invoice number(s), a copy of the month-end statement, or a copy of the invoice(s) being paid.
- If your agency prefers to send payments per invoice rather than waiting for monthly statements, please ensure that any credit amount is applied to the invoice it originated from. Holding onto credits to apply toward future invoices will result in mismatched payment records.

Unless documentation is supplied showing which invoices the payment should be applied to payments are applied to the oldest invoices first.

Payments should be mailed to:
Channel One Food Bank
PO Box 7672
Rochester, MN 55903

Channel One does not have the ability to accept payment by electronic fund transfer, credit card, or other methods than a check.

Step 5) Receive a Month-end Statement

Every month, agencies will receive a [month-end statement](#) by email, which includes a detailed summary of account activity over the past 30 days and any outstanding balance. Statements may also include any credits and payments received in the month. Statements will be emailed by the 10th day of the month.

Note that while credits and payments do not have a minus sign indicating a negative amount is being applied, they are in a separate column and do subtract from an agencies' outstanding balance.

Agencies may pay the invoice or after receiving the month-end statement. While the terms on invoices are "net 30 days from the date of the invoice," accounts are not

considered past due until there are aged amounts that are 31-60 days or older on the monthly statement. If your agency needs copies of invoices noted on the Month-end Statement but not received or information about Balance Forward amounts or amounts that are 61-90 Days or Over 90 Days, please email agencysupport@channel-one.org for more information. Agencies with significant unpaid balances that are 60 days or more past due may be placed on order hold until payment is received.

Agency Support

If you need assistance at any time during the order process, the best way to contact Channel One is to email agencysupport@channel-one.org. The shared email address is monitored hourly during business hours. Using email for support ensures that communication is easily tracked and accountable. You may also call Channel One's main number 507-287-2350 and press 0 for the business office. In all communications, please include your agency number/name such as 1234/Agency Name and contact information.

Agencies can also find resources on the [Agencies Page](#) of the Channel One Website. There are [Updates on the home page of Agency Express](#) and additional communication in our [Agencies and Programs e-newsletter](#).

Use of Product

In the Partner Agency Agreement with Channel One, your agency agreed that “products received from Channel One are intended for the program agreed upon in the Agency Application and may not be used for any other program or service. People experiencing food insecurity are the primary focus of the program.”

Channel One's mission of “strengthening food access and building healthy communities” is built on its ability to receive food and other donated products, along with USDA and grant purchased foods, and distribute this product to eligible individuals and families, through qualifying 501(c)3, non-profit agencies in our service area.

Employees and volunteers of your agency are not allowed to set aside, use, or take any product, food, and non-food, regardless of the size or amount, for personal or organizational use. This includes cleaning, meetings, events, consuming snacks, and meals.

Employees or volunteers cannot take food or product home for personal use. They may qualify for and need to use your agency's services and should follow the same intake and eligibility process as all clients. Accessing the food shelf must be off the clock after work or volunteer shift has ended. We recommend that team members who use services do so do not wear food shelf logos or brands and enter and exit from the site's public entrance. When these practices are ignored, it threatens the integrity of your organization, Channel One and the hunger relief network. It can be easily perceived as favoritism towards employees or volunteers or potential discrimination.

Sub-Distribution

Transferring, sub-distributing or redistributing any food or product sourced through Channel One, including product sourced through any assigned retail donors, to other programs or organizations other than your own clientele is not allowed. In the Partner Agency Agreement, Program Host Site Agreement and Retail Donation Program Addendum it states that agencies and programs will not sub-distribute product without a written agreement from Channel One. Contact Jennifer Belisle at jenniferbelisle@channel-one.org if you have questions or need to execute a [Sub-Distribution Addendum](#).

Retail Donation Program

Some donations are available through Feeding America agreements with regional and national retailers. Agencies who execute a [Retail Donation Program Addendum](#) with Channel One are assigned retail and local donors for agency-enabled donor pick-up. Reporting is completed through Feeding America's [MealConnect](#) software. Partner agencies are responsible for accurate and timely documentation of the date, weight, and temperature of each donation they receive. Receipts should be entered, at a minimum, weekly. For access, training, or questions on the use of MealConnect contact Food Development Manager Christopher Zoellner at christopherzoellner@channel-one.org.

Choice and Dignity

As outlined in our values, we put the person experiencing food insecurity at the center of all we do. Through community co-design and food shelf shopper surveys we know the most important experience for people using the charitable food network is the autonomy to choose their own food. Providing a choice model with your program's operation is an expectation of partnership with Channel One. It creates a consistent and dignified experience in the hunger relief network. It also helps families make healthier choices and reduces waste. When full choice isn't possible due to the nature of the program, using the least restrictive model feasible is expected.

The choice model requirement gives food shelf shoppers the ability to choose their own groceries off tables, shelves, and refrigeration. Choice can mean limiting some foods. Selecting food from a pre-printed list or having a limit of pounds or number of items per person or household does not meet choice model requirements. Check-out processes should be discreet and not be used to determine if a shopper exceeded the limit of number of items or pounds. Food shelves and programs must also demonstrate how families are opting into using food program resources.

Choice models also include accessibility and welcome. Partner Agencies are expected to have a public phone number and location, regular hours of operation offer public outreach. Choice also includes a registration and intake process that asks for the least amount of information needed to determine eligibility, maintain confidentiality and safeguards privacy and data security.

If you need assistance in modifying your organization's operations to meet expectations

for choice, please contact Programs and Agency Services Director Jennifer Belisle at jenniferbelisle@channel-one.org .

Non-Discrimination and Civil Rights Compliance

Partner Agencies are expected to provide services that are free of discrimination and in a fair and dignified manner. In order to do so, programs should:

- Have an established complaint or grievance process for persons who feel they have been discriminated against
- Complete annual Civil Rights Training offered through Channel One

Operational Regulations and Storage

Food received from Channel One must be handled safely and stored appropriately from the time it is received through distribution. Agencies must meet local, state, and federal regulations according to the services provided, and have adequate space, refrigeration, and storage equipment to ensure the wholesomeness of the food until prepared and served and/or distributed. Donated food and groceries must be kept separate from supplies for other programs, staff, and/or personal use, including storing all product sourced through Channel One Regional Food Bank on-site unless off-site storage is approved by Channel One in advance.

All food should be:

- Transported in a manner that prevents contamination and meets safe food handling requirements. This includes making sure that food remains at safe temperatures during transport, either with a refrigerated vehicle, or using passive temperature devices such as coolers, ice packs, and thermal blankets in unrefrigerated vehicles. Transporting food in an unrefrigerated vehicle must be limited to 30 minutes, even with passive temperature control.
- Stored in clean, sanitary facilities, with established cleaning schedules.
- Stored at least six (6) inches off the floor, at least four (4) inches away from the wall and with at least two (2) feet of ceiling clearance.
- Stored separately from cleaning materials and chemicals.
- In a temperature-controlled space (ideally 50-70 degrees F).
- Rotated to ensure first expired, first out (FEFO).
- Managed with a process for checking product dates and assuring that food is properly labeled and in acceptable condition.
- Agencies should have effective pest control systems, with licensed pest control management.

Refrigerated food should be:

- Stored at 41 degrees or colder.
- Arranged so raw food is stored below ready to eat food.

Frozen food should be:

- Stored at 0 degrees or colder.

- Kept frozen solid.

All food in cold storage should be:

- Stored in clean equipment in good repair (tight seals, no condensation) with functioning, calibrated thermometers in each unit.
- Stored at least six (6) inches off the floor.
- Temperatures should be logged regularly for each unit, and logs kept for at least two (2) years.

Safe Food Handling Expectations

Many people who turn to the hunger relief network for food are some of the most vulnerable to foodborne illness. Everyone who needs food support deserves safe, wholesome, and nutritious food. Programs may source food and products from a variety of sources in addition to Channel One. Safe food handling expectations apply to all food sourced for your organization's work. Additional local, state, and federal regulations may apply.

Acceptable Donations: Minnesota's Departments of Agriculture and Health [Food Safety for Food Donation](#) is a great resource for what is acceptable to donate. In general, any food that is prepared, canned or preserved at home is not acceptable for donation. Wild game should only be accepted under limited circumstances. Whole shell eggs should come from licensed processors and be received refrigerated and labeled. If you have food donation questions, please contact us for further guidance.

Food Product Dating: Foods come with a variety of dates on labels or packaging, including packing or manufacture dates, sell-by dates, best-by or best if used by dates, or use-by or expiration dates. Most do not affect the wholesomeness or safety of food, but rather the peak quality and, in some cases, expectations about how long to display the product for sale. The only items that must not be distributed past the expiration dates are baby food, infant formula, and over-the-counter supplements. Do not distribute these items past their "use-by" date.

[Foodsafety.gov](#) hosts the [FoodKeeper App](#) which is a valuable resource for understanding food storage. The USDA Food Safety and Inspection Service [Food Product Dating](#) is also helpful.

Recalls and Product Complaint: Channel One sends recall information to the main agency contact by email from agency-support@channel-one.org. When you receive a recall notice, it is because we were alerted that the item was distributed in our service area. The notice will state whether it was received and distributed through the Food Bank. Agencies should still inspect their food on hand, as the item may have come through retail or local donations.

Agencies should also contact Channel One via agency-support@channel-one.org if you learn of any product defect or complaint. Please provide the item name, when it was ordered/received (if known), what the defect is. We will follow up with instructions on

disposing of the food.

Labeling and Repackaging: For fresh produce, including whole produce in bins and bags and produce that is uncut and unprocessed, no labeling is required.

Packaged foods must meet labeling requirements, including the common name of the product, the name and place of the manufacturer or retailer, the net quantity of the contents and common name of ingredients, in descending order.

Prepared foods from food service, restaurants, retail stores must have the name and organization responsible for receiving and distributing the donation, the name and location of the donor, the food description and date of donation and an allergen disclaimer statement pre-printed and labeled.

Repackaging foods such as bulk beans, rice, flour, cereal, meat and poultry must be repackaged in a clean room that meets safe food handling expectations, and labeled with the common name of the product, the name and place of business of the manufacturer, the net quantity of the contents, the common name of each ingredient listed in descending order and an allergen statement if required.

Food Safety Training

All agency staff and volunteers who handle food should have basic safe food handling and good personal hygiene training, including an organizational policy that states that staff and volunteers cannot work when they have flu-like or foodborne illness symptoms.

Agencies and programs are expected to have a minimum of one staff member or key volunteer trained in safe food handling. That person must be a regular volunteer or staff member who picks up, transports and/or distributes food donations as well as the person who supervises those activities. All staff or volunteers who pick up, transport or deliver retail donations are also expected to complete training. For food shelves, pantries and programs distributing groceries to shoppers to prepare and consume at home, **ServSafe Food Handler Guide for Food Banking** is the training tool and guide Channel One uses.

Agency Services provides two (2) copies of **ServSafe Food Handler Guide for Food Banking** to partner agencies. The test in the back of the booklet should be sent to the Agency Services team for scoring. The agency representative will receive a Certificate of Completion, which does not expire. However, if the staff member or key volunteer leaves the organization, a new person should be trained within 60 days of their start date. Agency Services can also provide video-based **ServSafe Food Handler Guide for Food Banking** training as well. Agencies should maintain Food Safety training records.

Prepared Meal Programs: For programs that prepare and serve meals, having **ServSafe Manager Certification** or equivalent is required for at least one key staff person. Check with local board of health or regulatory agency for expectations and resources. Channel One can also provide **ServSafe Food Handler Guide** as a training resource.

Record Keeping and Reporting

In addition to records associated with product ordering, product cost payments, food safety training, storage information such as temperature logs, partner agencies are required to keep and submit information about monthly service statistics.

Service Statistics: Accurate and timely service statistics are vital to telling the story of the need and demand for our work. Data is crucial to operational planning and advocacy efforts for the whole network. In many cases, Channel One reports service statistics submitted by partner agencies on your behalf to regional, state, and national partners. Roll-up reporting gives your organization credit for the hard work you are doing and allows all of us to continue to secure needed resources.

Partner agencies should use Monthly Service Statistics forms found on the [Agency Page](#) of the Channel One website. Service statistics are submitted via email to agencysupport@channel-one.org. Please note that we cannot accept faxed or mailed service statistics. Service statistics are due by the 10th of the month. If the 10th falls on a Saturday, they are due on Friday and if the 10th falls on a Sunday, they are due on Monday. Agencies that are late sending in service statistics may face suspension (loss of access to ordering and delivery) until statistics are returned.

Authorized Agents

To maintain effective communication with and support to our partners, Channel One maintains electronic files for each agency and program, including documentation of IRS eligibility, an application for partnership, executed agreements and documentation of site visits and other significant correspondence. Our records also include the authorized contact persons for our partners.

Agencies are expected to provide contact information for all key personnel, whether they are paid staff or volunteers. Contact information includes the person's first and last name, email address, and phone number. Authorized agents include:

- the program manager responsible for day-to-day operations
- the organization's executive director and/or board chair. For faith-based organizations, this may be the pastor
- the financial manager, bookkeeper, or treasurer
- individuals who are authorized to place orders and receive order correspondence
- individuals who are authorized to receive and inspect deliveries or orders
- A primary contact for recall notices and product returns, defects, or complaints.

Changes to key personnel must be made in writing, via an email to Jennifer Belisle, Programs and Agency Services Director, at jenniferbelisle@channel-one.org.

Commitment to Partnership and Communication

The Partner Agency Agreement outlines expectations around partnership and communication that are vital to our work together and ensure a robust hunger relief

network. Together, we:

- Identify people and communities in our region most affected by food insecurity
- Ensure access to food for all people facing hunger
- Make progress on closing disparities in access to food
- Ensure neighbors facing hunger inform our plans and services

Branding: To promote a positive association between your organization and Channel One, and provide accurate information to your clients, supporters, and the community, we ask for consistency in how you refer to Channel One.

Refer to Channel One as:

- Channel One or Channel One Regional Food Bank
- Channel One, a Partner Food Bank of Feeding America

Refer to Feeding America as:

- The Feeding America Network consists of more than 200 partner food banks and 60,000 agency partners, including food pantries and meal programs
- The Feeding America national organization: the largest hunger-relief organization in the country

Refer to your organization as:

- Agency Partner of Channel One
- Agency Partner of Channel One Regional Food Bank
- Channel One Program Host Site

Please do not refer to:

- Your organization as a “food bank” or use that phrase in your name
- Buying food from Channel One or the cost or sources of food available
- A satellite or location of (or for) Channel One Food Shelf
- Channel One as CH1 or Channel 1

Logo Usage: Channel One and Feeding America logos are available for use by Partner Agencies and Program Host Sites. Please ask Channel One staff for logos to get the best quality for your intended purpose.

When using a logo:

- Please do not stretch, modify, or warp logos.
- No logo may be used in any way that mischaracterizes any relationship between your organization and Channel One, tarnishes its reputation and goodwill, in any manner that is false or misleading.
- If requested from Channel One, provide samples of any materials that include the logos for purposes of determining compliance with this policy.
- Make changes to your use of the logos that are requested by Channel One.

Monitoring: The Agency Services team visits our partner agencies annually. We use a collaborative approach to ensure compliance with network standards and provide proactive support using our [Network Standards Review form](#).

Thank You!

Thank you for your partnership and your service to your community. Channel One understands that managers in the hunger relief network are either people who are volunteering their time or have devoted their career to public service – thank you! Channel One knows that complying with partner agency expectations takes time and energy. Our pledge to you is that we will only require action from you that is necessary for food safety, is legally required, or benefits people experiencing food insecurity. By participating in these efforts, ensuring compliance, and providing the reporting outlined in this handbook, you are ensuring real time data is provided to Channel One and Feeding America so we can track and target food insecurity more accurately and urgently and advocate for food and policy that benefit people experiencing food insecurity.

We will work together to reduce hunger today by increasing access to emergency food and preventing hunger tomorrow through policy and partnerships, tracking shared progress along the way.

**Your efforts are putting food on people's tables
and making a difference in their lives!**

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