PARTNER AGENCY APPLICATION
ABOUT TREASURE COAST FOOD BANK

Treasure Coast Food Bank (TCFB) was founded in 1988. It is the largest hunger-relief organization and the only Food Bank in our four-county region (Indian River, Martin, St. Lucie, Okeechobee County). We offer direct to client distributions through Treasure Coast Food Bank Programs and our Mobile Pantry Program. In addition, we indirectly serve clients through our 300+ Partner Agencies from across the community.

MISSION

Treasure Coast Food Bank’s mission is to alleviate hunger by obtaining and distributing food and other essentials in Indian River, Martin, St. Lucie, and Okeechobee Counties.

VISION

A hunger free Treasure Coast.

ABOUT PARTNERSHIP

Treasure Coast Food Bank partners with agencies in Indian River, Martin, Okeechobee and St. Lucie counties.

Applications for partnership are accepted year round, however, onboarding of new partner agencies occurs once per year in the spring.

PLEASE NOTE: Completion of this application does not guarantee partnership. Treasure Coast Food Bank reserves the right to refuse partnership to programs not meeting required criteria. Application may be put on a waiting list if there are no partnership openings in your geographical area at the time of the application.
Greetings Friend of the Community:

Thank you for your interest in becoming a Partner Agency of Treasure Coast Food Bank (TCFB). Please read this application in its entirety to learn more about Partner Agency expectations, responsibilities and qualifications.

To ensure we can continue to provide much needed food to our neighbors in need, we have implemented a Partner Agency Application Process to ensure existing partners and our food bank are working in the best interest of our community.

Please read the information enclosed in this packet carefully and in its entirety before submitting your application. In this packet you will find general information about Treasure Coast Food Bank, operational requirements for Partner Agencies, and a 5-page application and checklist of required documents that must be submitted to be considered a complete application.

Treasure Coast Food Bank receives many requests for partnership each year. As such, we cannot guarantee that every applicant who applies, will be accepted into the network.

It is in your agency’s best interest to complete this application in its entirety and with as much detail as possible to ensure our programs team can make a thorough assessment of your agency’s programs and its compatibility to become a Partner Agency.

Thank you for taking the time to read through this manual and application. We look forward to reviewing your application and if the partnership is the right fit, working together to solve hunger across the Treasure Coast.

Sincerely,

Judith Cruz, President and CEO
Treasure Coast Food Bank
WHO IS ELIGIBLE TO BECOME A TREASURE COAST FOOD BANK PARTNER AGENCY?

All Partner Agencies of Treasure Coast Food Bank must have a food service program already in operation at their site location. Treasure Coast Food Bank’s role is to increase resources and help scale your operation to feed more people. We welcome applications from human service non-profit agencies interested in receiving donated commodities to provide to individuals and families struggling with hunger.

- Standard Operational Requirements -

All operations must meet minimum standards including but not limited to:

- Serve the ill, needy, and/or infants and children;
- Offer services to clients free of charge, without limitation or incentive required;
- Be in compliance with all applicable federal and local statutes, ordinances and regulations;
- Be in compliance with state and federal food safety standards;
- Offer services to clients without limitation, proselytization, or regard to race, color, religion, sex, national origin, age, handicap, veteran status, or any other protected group;
- Eligible organizations include, but may not be limited to:
  - Emergency Food Pantry Assistance
  - Emergency Kitchen (soup kitchen/meals)
  - Emergency Shelter
  - Homeless Drop In Centers
  - Rehabilitation Centers
  - Snack Programs (After school, Education outreach)
  - Residential Treatment Facilities
  - State Licensed Group Homes that have paid live-in staff and curriculum
  - Transitional Living Facilities
  - Senior Programs
  - Youth Programs

Due to limited resources and/or Feeding America/IRS regulations, we can not partner with organizations that:

- Are seasonal – Example: wish to hand out food only at Christmas or Thanksgiving.
  - NOTE: Summer-Only programs may qualify for partnership as a Summer Food Service site and should contact the Programs department for more information, prior to completing this application.
- Do not have proper secured storage, sufficient funds, and/or a volunteer base to physically and safely handle, store and distribute donated commodities.
- Are seeking donated commodities for fundraisers, events or special occasions.
- Are seeking donated commodities to support international food relief efforts (Treasure Coast Food Bank is a member of Feeding America and as such, commodities are restricted to relief efforts in Indian River, Martin, Okeechobee and St. Lucie counties. International relief efforts should contact the Global Foodbanking Network at www.foodbanking.org).
- Any organization that seeks to deny service to individuals based on race, color, national origin, sex, age, or disability.
- Partner Agency Expectations & Responsibilities -

In addition to meeting all of the Standard Operational Requirements listed on page 4, Agencies interested in partnership must meet the following minimum operational requirements to become a Partner Agency of Treasure Coast Food Bank:

- Must be located in the Treasure Coast area in one or more of the following counties: Indian River, Martin, Okeechobee or St. Lucie;
- Have an operation being run from a place of business, i.e. the program cannot be hosted from an individual’s private residence;
- Must have responsible personnel who are accountable for record keeping and inventory control;
- Must have proper and adequate physical storage space that meets food safety and inspection requirements;
- Must operate regularly scheduled hours, at least once a week and for a minimum of a two hour consecutive window. One of the operational days should occur Monday to Saturday, and after 5 PM;
- Must adhere to food safety guidelines at all times;
- Must pass a site inspection prior to approval as a Partner Agency, and at least a minimum of once a year thereafter;
- Must meet minimum technology requirements which includes having regular access to a computer/laptop, the ability to submit information via the internet, and an active email address that is regularly maintained and checked at least once per week;
- Must be willing to pay shared maintenance handling fees;
- Must agree to submit weekly/monthly program and service reports as required by Treasure Coast Food Bank’s programs department;
- A lead staff or volunteer running your food distribution program must complete and pass a Safe Food Handling course;
- For programs that require the ordering of product, orders must be submitted a minimum of once per month via the PWW online agency portal;
- Must utilize Treasure Coast Food Bank sign-in sheets to keep track of all individuals served on a daily/weekly/monthly basis;
- Must be a non-profit organization or (church) that does not re-distribute products to other non-profit or for-profit entities;
- Must have proof of pest control by a licensed and insured contracted company on a minimum of bi-monthly (every other month) basis;
- Must keep Treasure Coast Food Bank updated on any changes that may affect the program/distributions, including any changes in staffing, main points of contact, leadership, address, phone, email, etc.;
- Due to the high temperatures experienced throughout the year in Florida, our food bank requires the use of freezer blankets or coolers large enough to cover and contain any transported frozen/refrigerated product. Freezer blankets are available for purchase from the food bank or may be purchased from an outside vendor. However, any blankets purchased from outside vendors must meet food bank food safety standards.
- Types of Partner Agency Programs -

Below is a list of Partner Agency programs at Treasure Coast Food Bank. Each program must meet the minimum operational requirements outlined above, as well as any additional program requirements outlined in the descriptions below. Program requirements vary, depending on the target population being served and operational set-up.

**Feeding Programs for Youth**

**After School Snack Programs**

Must meet minimum required standards in addition to:
  - Staff and volunteers with direct and repetitive contact with children, must pass a national background check.

**Backpack Program**

Must meet minimum required standards in addition to:
  - Must be a school (public, private, charter)
  - Must be able to determine students eligibility/need who would most benefit from participation in the program.
  - Treasure Coast Food Bank program staff will place orders for BackPack partner sites a minimum of once per month.
  - Staff and volunteers with direct and repetitive contact with children, must pass a national background check.

**School Pantry**

Minimum required standards in addition to:
  - Must be a school (public, private, charter)
  - Must be able to determine students eligibility/need who would most benefit from participation in the program.
  - Treasure Coast Food Bank program staff will place orders for school pantry partner sites a minimum of once per month.
  - Staff and volunteers with direct and repetitive contact with children, must pass a national background check.

**Summer Food Service Program**

Minimum required standards in addition to:
  - Attend a program specific training
  - Must provide a sheltered, supervised area to ensure meals are consumed on-site
  - Provide enrichment activities to encourage site attendance and participation
  - For staff and volunteers with direct and repetitive contact with children, must pass a national background check.
  - Daily reporting
Feeding Programs for Families & Individuals

Mobile Food Drop
Minimum required standards in addition to:

- Must have space and ability to accept and distribute product same-day to clients.
- Partners must be located in a low-income housing developments (mobile home, senior housing, family communities).

Food Pantry - Closed Site
Minimum required standards in addition to:

- Is open to serve only internal clients based on the population they serve (typically group homes and agencies who protect the anonymity of their clients)
- “Closed Site” status has been approved by Treasure Coast Food Bank prior to serving only their clients
- Must have experience and be in operation and providing services for a minimum of 60 days (*This does not apply to current Partner Agencies opening additional locations.)

Food Pantry - Open Site
Minimum required standards in addition to:

- Is open to the general public
- Display a food pantry sign visible to the public with the following information:
  - Days and Hours of Operation
- Must have experience and be in operation and providing services for a minimum of 60 days (*This does not apply to current Partner Agencies opening additional locations.)

Residential On-Site Feeding
Minimum required standards:

- Serves prepared meals onsite
- Meets all inspections and licenses to serve prepared meals onsite by local and county ordinances.
- Must provide proof of licensure/certification for program type
- Need food manager level training/certification to be prepping/cooking meals.
- Must have experience and be in operation and providing services for a minimum of 60 days (*This does not apply to current Partner Agencies opening additional locations.)

Soup Kitchen
Minimum required standards in addition to:

- Need food manager level training/certification to be prepping/cooking meals.
- Must have experience and be in operation and providing services for a minimum of 60 days (*This does not apply to current Partner Agencies opening additional locations.)
**Other Programs**

**Teen Pantry**
Minimum required standards in addition to:
- Must be able to determine students eligibility/need who would most benefit from participation in the program.
- Treasure Coast Food Bank program staff will place orders for teen pantry partner sites a minimum of once per month.
- For staff and volunteers with direct and repetitive contact with children, must pass a national background check.

**Diaper Pantry**
Minimum required standards in addition to:
- Diaper pantry will not distribute diapers to individuals or families without providing some level of case management for the individual or family so they can work towards self-sufficiency in the long term.
- May be opened to the public or distribute to specific clients only.

**Pet Pantry**
Must meet minimum required standards.

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**WHAT CAN YOU EXPECT AS A PARTNER AGENCY OF TREASURE COAST FOOD BANK?**

As a Partner Agency of Treasure Coast Food Bank, you will be a critical partner in our efforts to alleviate hunger across the Treasure Coast. Treasure Coast Food Bank staff will make every effort to support your site in its goals and objectives to end hunger in the community.

At least once per year, a Partner Agency Conference will be hosted by Treasure Coast Food Bank to provide information, training and camaraderie for fighting hunger across the Treasure Coast. Attendance to this annual training is mandatory for all partner agencies.

**- Ordering Food -**
For food distribution programs that require the ordering of food, all ordering occurs online. Partner Agencies must have access to computer, email and stable internet to complete the ordering process.

*To remain an active partner, food orders must be submitted a minimum of once per month.*

The following programs do not require food ordering: School Pantry, BackPack Program, Summer Food Service Program, Teen Pantry and Mobile Food Drop distributions.
- Handling Fees & Shared Maintenance Costs of Food -

80% of the food available to partner agencies through Treasure Coast Food Bank goes out free of charge, including all fresh fruits and vegetables to encourage the distribution of healthy and nutritious food to our community.

A $0.18* per pound shared handling fee will be administered for all items except fresh produce and bread/bakery items. The handling fee helps Treasure Coast Food Bank defer transportation and refrigeration costs associated with bringing in food to our area for use by our Partner Agencies. While the handling fee does not cover all transportation and refrigeration costs, it does help, and Treasure Coast Food Bank will continue to absorb the additional costs.

Treasure Coast Food Bank provides services such as training, nutrition information, technical support, and troubleshooting at no additional cost to Partner Agencies.

*NOTE: Treasure Coast Food Bank retains the right to change this rate at any time and without notice.

- Reporting Requirements -

Treasure Coast Food Bank relies on the generosity and support of donors, foundations and minimal government grants to run its operations, and as such offer food to the community free of charge. As such, we are required to measure our service impact. Partner Agencies are absolutely critical to our ability to accurately measure our service impact to the community and our neighbors in need.

As a Partner Agency of Treasure Coast Food Bank it is a requirement for all agencies to accurately report on their site(s) activities and to submit reports on a regular and timely manner. Reporting criteria may include but is not limited to: number of clients served per day/week/month/year; household size; age/sex/race/ethnicity of clients; and other important data parameters. All information collected is strictly confidential.

If a Partner Agency consecutively fails to submit reports to the Treasure Coast Food Bank Programs Department for more than two months, the Partner Agency will be put on probation. If for the third consecutive month Partner Agency fails to submit reporting, the Partner Agency will not receive food/services until all reports are accurately submitted. A 60-day processing period may occur, prior to the Partner Agency once again receiving food to its site.

Accurate and timely reporting will be taken into consideration at the end of each fiscal year, when Partner Agency service renewal applications are assessed. If a Partner Agency fails to submit reports for more than four months out of a twelve month period, Treasure Coast Food Bank retains the right to suspend or terminate Partner Agency contract for the coming year.
Step 1 - Read this entire manual and complete and submit the following:

- Completed application form
- Application checklist signed by Agency Director/Officer
- All required application supplemental materials/documents/forms, which are outlined on the application checklist

Step 2 - Application reviewed by Treasure Coast Food Bank (~4 - 8 weeks)

Step 3 - Application designation and determination process - Agencies who appear to meet the minimum criteria, will be contacted by Treasure Coast Food Bank staff to move forward with the next steps in the Partner Agency process. Agencies who do not meet the minimum partnership criteria, will be contacted by a Treasure Coast Food Bank staff member about denied application status and any opportunities to improve application/program for future partnership.

Step 4 - Prospective Agencies - Once accepted to move on to the next phase:

- Applicants will complete an online training webinar and a required questionnaire. This questionnaire will help further determine if the agency will be a suitable partner.
- Treasure Coast Food Bank staff will review the submitted questionnaire, and will notify applicants if they are eligible to continue on with the application process.
- Applicants who are invited onward, will then be contacted to schedule a site visit. NOTE: All agencies must pass site inspection in order to begin the onboarding process and become an official Partner Agency of Treasure Coast Food Bank.

Step 5 - Approval and Onboarding Process

- Partner Agency will submit a $25 application fee
- A lead staff or volunteer running your food distribution program must complete and pass a Safe Food Handling course (www.safestaff.org - $14.95 fee for the class, which is valid for three years)
- Partner Agency will receive online portal login/directions

Step 6 - Probationary Period - A 90 day probationary period will commence for the Partner Agency. The probationary period is an opportunity to ensure the newly formed partnership is the right fit for both parties (Partner Agency and Treasure Coast Food Bank).

Step 7 - Ongoing - Partner Agency MUST: submit orders at least once per month, submit reports on time, keep up with compliance and pass annual inspections as well as attend trainings and convenings as required. These are a requirement for all Partner Agencies to remain in good-standing with Treasure Coast Food Bank’s partner agency programming.
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<th><strong>AGENCY INFORMATION</strong></th>
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<td><strong>AGENCY NAME:</strong></td>
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<td><strong>AGENCY DIRECTOR NAME (FIRST, LAST):</strong></td>
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<td><strong>SALUTATION (CIRCLE ONE):</strong> Mr. Mrs. Ms. Dr. Father Pastor Other:</td>
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<th><strong>PROGRAM INFORMATION</strong></th>
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<td><strong>ADDRESS (if different from above):</strong></td>
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<td><strong>CITY, STATE, ZIP:</strong></td>
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<td><strong>PROGRAM WEBSITE:</strong></td>
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<td><strong>PRIMARY CONTACT NAME (FIRST, LAST):</strong></td>
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<td><strong>SALUTATION (CIRCLE ONE):</strong> Mr. Mrs. Ms. Dr. Father Pastor Other:</td>
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<td><strong>PRIMARY CONTACT PHONE:</strong></td>
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<td><strong>PRIMARY CONTACT EMAIL:</strong></td>
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<tr>
<td>PROGRAM SITE INFORMATION FOR YOUR PROPOSED PROGRAM</td>
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<td>NOTE - If you are proposing to partner on more than one (1) program, then this form should be completed for each proposed program.</td>
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**PROGRAM NAME:**

**PROGRAM TYPE:**
- Afterschool Snack Program
- Backpack
- School Pantry
- Food Fair (mobile)
- Food Pantry - Closed Site
- Food Pantry - Open Site
- Pet Pantry
- Residential On-Site Feeding
- Diaper pantry
- Soup Kitchen
- Teen Pantry
- Summer Food Service Program

**CLIENT PROFILE - WHO DO YOU SERVE?**
(CIRCLE ALL THAT APPLY):
- Families
- Individuals
- Seniors (60+)
- Youth/Children
- Infants
- Veterans
- Active military
- Homeless
- Disabled
- Migrant farm workers

**PROGRAM DAYS/HOURS OF OPERATION:**
- Monday -
- Tuesday -
- Wednesday -
- Thursday -
- Friday -
- Saturday -
- Sunday -

**AVERAGE NUMBER OF CLIENTS SERVED PER:**
- WEEK -
- MONTH -
- YEAR -

**DESCRIBE YOUR FOOD STORAGE/PREPARATION AREA:**
Please describe the size and quantity of each unit you have. If you do not have a particular piece of equipment put N/A.

*Please email photos of storage equipment/prep areas to scruz@tcfoodbank.org.*

*Label each photo as follows: ORG NAME_Refrigerator1, ORG NAME_ChestFreezer1, ORG NAME_pantryshelving1*

- Refrigerated Units -
- Walk-In Freezer -
- Chest Freezers -
- Dry Pantry Space -
- Walk-In Refrigerator -
- Other -
<table>
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<tr>
<th>ORGANIZATIONAL CAPACITY INFORMATION</th>
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<tbody>
<tr>
<td><strong>How do you recruit and retain volunteers?</strong></td>
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<tr>
<td><strong>How do you schedule volunteers to help with your food distribution program?</strong></td>
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<tr>
<th><strong>NUMBER OF EMPLOYEES:</strong></th>
<th><strong>NUMBER OF VOLUNTEERS:</strong></th>
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<tbody>
<tr>
<td>Paid -</td>
<td>Full-time:</td>
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<tr>
<td>Unpaid -</td>
<td>Part-time:</td>
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<tr>
<th><strong>What is your program’s annual operating budget?</strong></th>
<th><strong>Does your program have funds available to cover monthly, shared handling fees?</strong></th>
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<td>$</td>
<td>YES      NO</td>
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| **What sources of income does your organization have to cover program costs and monthly, shared handling fees? Please be specific.** |
### CLIENT EXPERIENCE INFORMATION

Please explain, in detail, what a client’s intake process and experience is from beginning to end, upon arriving to your facility for support? **NOTE: If you require additional space, please include answers on a separate piece of paper.**

For new clients -

For existing clients -

### WHAT TYPE OF DISTRIBUTION MODEL DOES YOUR PROGRAM UTILIZE? Please be specific. i.e. - How will clients actually receive food when they visit your program site?

- Clients will choose products from shelves with or without any limits - YES/NO  
  **Explain further:**

- Clients will be given a pre-selected assortment of goods - YES/NO  
  **Explain further:**

- Clients will complete a form based on their needs - YES/NO  
  **Explain further:**

- Other - **Explain further:**
PARTNER AGENCY APPLICATION CHECKLIST

ORGANIZATION NAME:

The following documents must be submitted with your completed application. Failure to include all required documents, constitutes an incomplete application. **Please initial next to each item listed below and include this checklist as the cover page of your application.**

<table>
<thead>
<tr>
<th>Item</th>
<th>Details</th>
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<tbody>
<tr>
<td>Completed application form</td>
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<tr>
<td>Copy of IRS 501(c)(3) tax determination letter</td>
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<tr>
<td>Copy of state of Florida tax exempt determination letter</td>
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<tr>
<td>EIN (include here):</td>
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<tr>
<td>A 3 month record of food distribution at your site</td>
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<tr>
<td>3 letters of recommendation from a combination of volunteers, donors, clients or business contacts. Letters should describe the impact your program has on the community and <strong>should not be pre-written by you</strong>, the applicant. Letters should be from a variety of contacts, ie - NOT from only volunteers or only clients.</td>
<td></td>
</tr>
<tr>
<td>Photos of storage equipment/prep areas have been <strong>submitted in ONE EMAIL</strong> to:</td>
<td><strong><a href="mailto:scruz@tcfoodbank.org">scruz@tcfoodbank.org</a></strong></td>
</tr>
<tr>
<td>USE SUBJECT LINE &gt; “Organization Name - Storage/Equipment Photos”</td>
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<tr>
<td>Label each photo as follows: <strong>ORG NAME_Refrigerator1</strong>, <strong>ORGNAME_ChestFreezer1</strong>, <strong>ORG NAME_pantryshelving1</strong>, <strong>ORGNAME_PrepArea1</strong></td>
<td></td>
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<tr>
<td>*A copy of your intake form and/or application (separate from your program sign-in sheet).</td>
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<td>*A copy of your latest inspection report and/or current certificate of operation.</td>
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<tr>
<td>*If your organization/program <strong>requires</strong> your clients to complete such a form or application</td>
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<tr>
<td>By submitting this application, I agree that my organization/program meets the technological capacity requirements.</td>
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<tr>
<td>I understand that official correspondence pertaining to my program and partnership with Treasure Coast Food Bank, will be sent via digital correspondence.</td>
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In addition to the documents listed above, I (First, Last) ____________________________
the (Title) __________________ of (Organization Name) ____________________________
attest to and agree that this application has been completed to the best of my knowledge. Further, I agree and understand that the submission of this application **does not** constitute a guarantee of partnership with Treasure Coast Food Bank, and that partnership is dependent upon further review of this application.

Signature: _____________________________________________ Date: ______________________________