



FOOD BANK
OF NORTHEAST GEORGIA

Member Manual

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Welcome to the Food Bank of Northeast Georgia!

We are grateful to have you join us in our mission to connect neighbors with nourishing food. Organizations like yours are the hands and feet of the work we do, and it would not be possible without you. Let's work together to create a place where we have every neighbor with enough food, every day!

Defining the Food Bank of Northeast Georgia

The Food Bank of Northeast Georgia serves as a distribution hub, procuring food through national, regional, and local donations, government grants, and purchasing. Our Food Bank has two branches: one in Athens and one in Clayton. The Food Bank's service area includes 15 counties across Northeast Georgia: Banks, Barrow, Clarke, Elbert, Franklin, Habersham, Hart, Jackson, Madison, Oconee, Oglethorpe, Rabun, Stephens, Towns, and White counties. The Food Bank partners with wholesalers, grocers, manufacturers, and growers to collect fresh, frozen, and shelf-stable food items. These items are then made available to our Members, non-profit organizations partnering with the Food Bank to distribute locally to our neighbors seeking food assistance.

Our Mission, Vision, and Values

Mission: We connect neighbors with nourishing food.

Vision: EVERY NEIGHBOR. WITH ENOUGH FOOD. EVERYDAY.

Values:

1. Accountability – We commit to continuous improvement and transparency in all that we do.
2. Belonging – We create a place of welcome and hospitality for all.
3. Compassion – We acknowledge that hunger is a burden that no one should bear alone.
4. Dignity – We honor the humanity of all people.
5. Efficacy – We get things done, and we understand the urgency of our work.
6. Stewardship – We honor the power of giving by applying resources in a mission-driven and thoughtful manner.

Common Food Bank Terms

FIFO – First-In-First-Out (FIFO) is an inventory management method to optimize distribution quality, ensuring the oldest items stocked are the first items pulled from inventory and distributed.

Food Access Coordinator – Food Bank staff member dedicated to coordinating, training, and ensuring Members within a county region meet compliance standards.

Food Bank – a regional non-profit with the purpose of seeking, collecting, and safely storing millions of pounds of food to be provided for, delivered to, and distributed at local food programs, such as food pantries or soup kitchens, within its determined service region.

Food Pantry – an independent community site that hosts and distributes food directly to neighbors at risk of food insecurity.

Food Insecurity – a temporary or long-term condition in which a person lacks regular access to enough safe and nutritious food for normal growth, development, and an active and healthy life.

GNAP – Georgia Nutrition Assistance Program (GNAP) is funded by federal TANF funds with the purpose of providing food to children and families with children experiencing food insecurity.

Household – a house and all its occupants counted as one unit.

Member – a non-profit organization that has joined the Food Bank of Northeast Georgia's network to host local food distributions; also known as an Agency.

Member Reference Code – a shorthand code assigned to Members for login access and scheduling purposes.

Neighbor – an individual experiencing food insecurity.

Primarius (P2) – the inventory management system of the Food Bank which allows Members to place orders of bulk food for pickup or delivery, submit monthly statistics reports, and review invoices and statements.

Sharing Floor – a space dedicated for displaying food so Members may shop for smaller quantities of foods. Every active Member has access to both Sharing Floors at both Branches of the Food Bank (Athens, Clayton) by appointment.

Shared Maintenance Fee (SMF) – a nominal weight-based fee which Members provide to assist the Food Bank in funding the costs of Food Bank operations, which includes acquiring, moving, receiving, sorting, storing, and distributing food to Members. Shared Maintenance does not correspond to the retail or wholesale value of food items.

SNAP – the Supplemental Nutrition Assistance Program (SNAP) is a federally funded benefits program providing a specified benefit amount each month to eligible individuals/families to use towards purchasing grocery items. This allows autonomy to choose foods that meet individuals' dietary, medical, and cultural needs or preferences. (*Previously known as "food stamps"*)

TANF – Temporary Assistance for Needy Families (TANF) is a federally funded grant program that allows states to create and administer their own assistance programs, replacing "welfare" federal programs. In Georgia, TANF provides funds for Food Banks to purchase and distribute GNAP foods as well as 48 months of cash assistance for eligible families.

TCS Foods – Time and Temperature Control for Safety (TCS) foods are foods that require specific temperature control to ensure they remain safe for consumption. TCS foods are more susceptible to spoilage, bacterial growth, and foodborne illnesses if not handled and stored correctly.

TEFAP – The Emergency Food Assistance Program (TEFAP) is a federal program offering supplemental food assistance through USDA foods for Food Bank distribution.

USDA – the U.S. Department of Agriculture (USDA) is a federal agency that administers programs such as TEFAP and SNAP, and implements policies and regulations related to American farming, forestry, ranching, food quality, food safety, and nutrition.

The Neighbor Experience

Our Neighbors deserve to receive high quality and nutritious food assistance with no impediments, and, to that end, the Food Bank and its Members strive to provide an exceptional level of service for Neighbors. Our goal is that every Neighbor interacting with the charitable food system be reminded of their inherent Dignity and be surrounded by a sense of Belonging and Compassion as they acquire the food that is essential to their lives.

Equitable and Free Distributions

Our Neighbors have the right to receive all food assistance free of charge and burdensome external requirements. Members are not permitted to charge for food, which includes bartering or trading of any kind. Neighbors cannot experience solicitations, religious proselytizing, or counseling while waiting to receive food assistance, unless by their own choice. Food assistance may not be withheld in exchange for participation in any sort of civic, religious, or other event or activity such as work, volunteering, or listening to a lecture or sales pitch. A Member may host a table or booth, or host a religious practice separate from the distribution. This allows Neighbors to approach for information or interaction by choice.

Additionally, Neighbors have the right to receive their food free of discrimination of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military, or status as a protected veteran or by political affiliation. Members are responsible for how they and their volunteers conduct themselves. Members should establish clear safeguards to ensure that discrimination does not occur.

The Food Bank's partnership with Members found in violation of these regulations can be immediately and irrevocably suspended. Members

should contact their Food Access Coordinator if they are concerned that they may be out of compliance with any of these requirements.

Neighbor Data and Privacy

The information Neighbors provide to receive food assistance is valuable and should always be properly handled, stored, and protected. Any documents with Neighbor information must be organized, stored, and secured on premises either physically or digitally. Information that our Neighbors provide to the Food Bank through our Members, such as TEFAP and GNAP forms, is not to be provided to or accessed by any party other than the Member and the Food Bank without written permission from the Food Bank.

All information submitted by a Neighbor is anonymous when reported to the Feeding America Network and will not affect their benefits or citizenship.

Members looking to collect and share pictures and content for marketing purposes should not include any identifying markers such as Neighbors faces, license plates, or names. If a Member would like to request a Neighbor to provide their story on-record or have their picture or video taken, the Neighbor and the Member must first sign a **Media Release Form** (Appendix A).

Neighbor Accommodations

Members should plan for and provide reasonable accommodation when possible, utilizing any available resources to address language barriers, such as French or Spanish TEFAP forms, Google Translate, written word for hard of hearing and deaf, and verbal translation for those with vision loss and blindness. Physical assistance should be offered when possible, to those with physical limitations. In cases of a mental health crisis or for de-escalation, call 988. If at any time Members and/or volunteers feel physically unsafe during a distribution, call 911.

Volunteer Food Assistance and Member Food Usage

Members may not use Food Bank items as a reward or bribe for volunteer work. Volunteers are welcome to receive food assistance by adhering to the same requirements as every other person receiving food assistance. For example, volunteers must complete the appropriate paperwork at the distribution and the Member must ensure that no special treatment or privileges are given to volunteers.

Common Distribution Methods

Members are welcome to distribute food through any method or combination of methods that they see fit, but should keep their budget, volunteer base, space, and time in mind. Your Food Access Coordinator can provide advice and help to set you up for success.

Food Pantry (FP)

A Food Pantry, sometimes called a Standing Pantry or On-Site Pantry, consists of a brick-and-mortar food pantry which often requires Neighbors to enter a building to receive food. A dedicated storage area is required, though there are no limitations on minimum or maximum pantry size. This storage area cannot be in a personal residence and must meet all requirements for food safety, monitoring and maintaining safe storage temperatures, enacting regular and comprehensive pest control, and maintaining general cleanliness.

Members may provide food from their food pantry via pre-packed or choice style distribution. Common distribution styles associated with a Food Pantry include:

1. **Pre-Packed Food Boxes:** Members collect and pack boxes or bags with food from their pantry ahead of time for their distribution. In this “pre-packed” manner, the Member determines a menu per household based on the food they have

within their food pantry. Each household receives a “one-size-fits-all” box. Members can provide these boxes through Neighbor receiving the box in the Food Pantry or by having the Neighbors drive through a line to receive food.

2. **Choice Pantry/Choice Market:** Members display the contents of their food pantry and direct the Neighbor to take what they would like with or without quantity limitations, similar to the function of a grocery store. In this style, Members may provide bags/boxes or choose for neighbors to be responsible for bringing their own bags, totes, or carts to transfer food to their cars or homes.

Mobile Pantries (MP)

Mobile Pantry distributions are “pop-up” style events that take place in parking lots or large indoor spaces. These are usually regularly scheduled for weekly, bi-weekly, or monthly distributions.

Common styles of Mobile Pantry distributions:

1. **Drive Thru:** Drive Thru distributions permit Neighbors to remain in their cars to receive food assistance at a faster and more convenient pace, sheltered from the elements. Members generally arrange lanes of cars to ensure safe and proper traffic flow into and out of the area, then pull one or multiple cars through the line at a time to receive their food.
2. **Choice Market:** Members display their food on tables and have the neighbors park, then walk through the area to receive a pre-determined number of items. In this style, neighbors are responsible for bringing their own bags, totes, or carts to transport food to their cars or homes.

Direct Distribution

Direct Distribution is a form of distribution in which Members take food directly to neighbors. This can take the form of prepared meals or groceries packed into bags or boxes by Member staff or volunteers, typically delivered to the Neighbors' homes. This is often used to serve home-bound neighbors, Seniors, and neighbors experiencing homelessness.

Direct Distribution may be an option for providing food access in your community without the requirement of having a designated storage space, refrigerator, or freezer. However, Members who opt to provide Direct Distribution must still adhere to all regulations regarding food safety standards, especially in the case of not having proper and approved storage space and/or not being verified for On Premises Meals. Members who choose to provide Direct Distribution must uphold the following regulations:

1. Cold and frozen foods must be distributed within 4 hours of receipt. All shelf-stable foods should be distributed before the end of the day. All food must be transported, staged, and held at temperatures appropriate to the relevant food item.
2. If a Member has excess foods by the end of the distribution, foods can only be stored at sites pre-approved by the Food Bank, meaning food cannot be stored in your car overnight, but can be donated to another Member. For Members to be approved for sharing food with each other, they must complete and record exchanges using the **Member-To-Member Food Sharing Agreement** (Appendix A).

On Premises Meals (OP)

This style of food distribution involves preparing food on-site and serving those meals to neighbors. These meals can either be on-the-go or served at the member's facility. To provide On Premises Meals, Members complete the following:

1. Have a dedicated room or space for preparing and cooking food. The site must be adequate for storing and cooking foods and follow all regulations set by the Food Bank for proper and safe food storage, have access to a sink and fresh water, and include a **Weekly Temperature Log** (Appendix A) for all refrigerators or freezers in the space. This room must be inspected and approved before the Member is permitted to use Food Bank food for On-Premises Meals.
2. Maintain compliance with all local and state Health Departments and other regulatory authorities. Report their health inspection score during annual monitoring visits (as applicable).
3. Have at least one associate of their organization with an active Servsafe Manager certification.
4. Use properly insulated containers to limit the exposure of cold and frozen foods to temperature danger zones.
5. Track and keep a record of all meals and individuals served using the **Meal Tracker Form** (Appendix A). This includes tracking meals prepared with any amount of USDA and/or GNAP foods separately from meals which do not use USDA or GNAP.

6. Reporting statistics for prepared meals is different from other forms of food distribution. Neighbors that are served meals that have USDA ingredients do NOT need to fill out TEFAP forms. Instead, Member staff/volunteers must record how many meals using USDA product were prepared and served. Reporting statistics for food prepared with GNAP ingredients works the same way – record the number of meals prepared and served. Please see the **Meal Tracker Form** in Appendix A for a helpful chart for tracking meals.

Member Benefits and Responsibilities

Shared Maintenance Fees

The Food Bank is empowered to engage in its mission of connecting neighbors with nourishing food through individual donations, government grants and funds, and Member Shared Maintenance Fees. Member Shared Maintenance Fees are used for shipping, handling, sorting, storage, and similar costs associated with the infrastructure required to provide safe and quality food to our Members at a large scale. Food Bank Members agree to support a portion of the distribution costs and operation of the Food Bank of Northeast Georgia with a Shared Maintenance contribution of up to \$0.19 per pound on food received. This is to help cover the indirect costs of sourcing and maintaining large quantities of food safely and is not a charge for food.

Sharing Floor

The Sharing Floor is stocked with donated products from local grocers, manufacturers, and retailers, providing a variety of individual shelf stable foods, meats, dairy items, produce, baked goods, and non-food product. These donations are checked for quality and safety before being made available to Members. No food consumption or tobacco use is permitted on the Sharing Floor. If a Member is ill, they

should reschedule their appointment or have another member of their organization shop on the Sharing Floor in their place.

Members should note that the online inventory (including all USDA and GNAP foods) is not available to shop from the Sharing Floor, and the Sharing Floor inventory cannot be viewed when placing an online order.

Scheduling and Cancellations

Members may schedule a Sharing Floor appointment once a week. Appointments are made for a full hour and on-the-hour. Appointments are currently limited to three Members per hour.

Hours of operation differ per location:

- Athens Branch: 8:00am-4:00pm.
- Clayton Branch: 8:00am-12:00pm, 1:00pm-3:00pm.

To request an appointment, Members may call the branch's Sharing Floor or Food Access Coordinator (see contact information on page 30). If Members are unable to attend an appointment, they should call their branch's Sharing Floor to cancel their appointment. If the Food Bank is unable to answer a call, Members should always leave a voicemail with their phone number, Member Reference Code, and reason for calling.

Shoppers

Members may have up to 5 registered Shoppers for their organization. Each Member may have up to two people on the Sharing Floor at a time as long as one person is a registered Shopper with a Shopper's Card registered with their name. Registered Shoppers may not share their cards for Sharing Floor Appointments. If a Shopper attends an appointment without a valid Shopper's Card or has lost their

Shopper's Card, a new Shopper's Card will be provided for them at a \$5 fee, which will be charged to the Member's account.

Members must communicate with their Food Access Coordinator when looking to add or remove Shoppers. New Shoppers will be required to complete an online New Shopper's Orientation, which includes the USDA Civil Rights training, ServSafe Food Safety training, New Member Orientation, and the New Shopper's Orientation Quiz. The Member should use the **Volunteer Training Log** (Appendix A) to record each Shopper who has completed their trainings to be reviewed during annual inspections for each year. Members should retain their records for 5 years.

Checkout

All items a Member wishes to collect from the Sharing Floor must be separated by the category of items (e.g., grocery, snack, beverage, non-food, etc.). When a Member is ready to check out, they must notify a Sharing Floor Coordinator who will direct them, as each category of item must be weighed separately. By the end of the process, an invoice will be generated which the Shopper must sign and leave at the Food Bank; they will be given a copy to keep. After checkout, the Member is responsible for loading all items they received into their vehicle.

Transportation Requirements

The Member must have their own equipment for the safe and proper transportation of foods. To be considered food-safe, refrigerated and frozen foods must be A) transported in a closed cooler, B) completely covered by freezer blankets, or C) placed completely inside sealed thermal bags.

All truck and trailer beds with food in them must be fully covered and secured with tarps before leaving the Food Bank premises. Members should secure their product as needed with equipment tie downs,

such as ropes, bungee cords, or ratchet straps. Please remember to keep our communities clean by taking necessary precautions to ensure that no food is wasted or littered due to lack of proper securement.

If the Food Bank staff determine the Member does not meet the requirements for safe and proper food transportation, the Member will not be able to receive the food and the order will be reshelved. This includes if Food Bank staff determine that a vehicle or trailer is not fit to safely carry large amounts of weight.

Online Ordering

After completing onboarding, all Members will have access to the Food Bank's online ordering system. Members receive bulk products (including purchased, donated, and programmatic foods such as USDA and GNAP) through placing online orders for either pickup or delivery. Our online ordering system, Primarius (sometimes referred to as P2), does not include items available on the Sharing Floor, and both inventories are separate. Items available to order will differ depending on a Member's storage capacity, the program(s) in which they participate, and the warehouse location. When calculating costs, please be aware the Shared Maintenance fees per case include the weight of packaging.

Online Ordering rules and requirements are as follows:

1. Members are encouraged to place no more than one order per week. If you believe that your programming requires you to place more than one order per week, you should contact your Food Access Coordinator to coordinate increased order frequency.
2. Online orders can be placed for **pickup or delivery** between 3 to 14 business days from the date of ordering. The date of delivery

must be confirmed by contacting our Warehouse before delivery of your order is guaranteed.

- a) To request confirmation from our **Athens Branch**, please email **receiving@foodbanknega.org** and include your Member Reference Code, delivery date, and phone number.
 - b) To request confirmation from our **Clayton Branch**, please call **706-782-0780** and, if we are not available, leave a voicemail with your Member Reference Code, delivery date, and phone number.
3. Pickup orders should be picked up within the scheduled window. Orders may not be picked up before the scheduled window and must be picked up before 2:30pm on the scheduled day of pickup or they will be reshelved. **If a Member is unable to arrive on the day of their scheduled order, they should contact the Warehouse or their Food Access Coordinator as soon as possible.**
 4. When arriving at the Food Bank, Members should visit the Sharing Floor to announce their online order pickup. From there, the Member will be directed to their order pickup location.
 5. Members picking up their order must be prepared to load their order into their vehicle(s).
 6. Members picking up their order must have all the required equipment for safely transporting food (tarps, proper securement, freezer blankets, etc.) or they will not be allowed to transport their order.

7. Members should bring the appropriately sized vehicle or multiple vehicles to pick up their order(s) in a single visit.
8. Members are encouraged to pair online order pickups with other visits to the Food Bank when possible (such as attending a Sharing Floor appointment or meeting with a Food Access Coordinator), to make the most of their visit.

If there are any issues with a pickup or delivery, including not receiving ordered items, Members should contact their Food Access Coordinator.

Delivered online orders will include an additional delivery fee based on the distance between the Members's delivery location and the nearest Food Bank branch (Athens or Clayton), to be calculated by FBNEGA staff:

- 10 miles or less = \$50 and an order minimum of 500 pounds
- 11-30 miles = \$70 and an order minimum of 700 pounds
- 31-49 miles = \$90 and an order minimum of 900 pounds
- 50+ miles = contact your closest warehouse:
 - Athens: receiving@foodbanknega.org or (706) 354-8191 Ext. 110
 - Clayton: pwilkes@foodbanknega.org or (706) 354-8191 Ext. 208

Schedule a Mobile Pantry

A Mobile Pantry can be scheduled without the need for a physical storage site, allowing Members the flexibility to serve more rural areas or use more convenient locations to distribute food. Mobile Pantry menus consist of a variety of shelf-stable, fresh, and frozen foods. Mobile Pantry distributions often use the Drive-Thru Direct Distribution style due to the quantity of food distributed and

neighbors served. Additionally, as these events do not account for adequate Member storage of leftovers, Members' volunteers and staff must plan to distribute all food they receive before the end of their event.

To host a Mobile Pantry, the Member must complete the following

1. Follow all USDA and TEFAP regulations to host Mobile Pantry Distributions. This includes collecting, storing, and reporting TEFAP information, as well as displaying required TEFAP signage.
2. Mobile Pantry Distributions must have the location(s) for distribution pre-approved by their Food Access Coordinator.
 - a. If this location is not owned by the Member, the Member and the site's owner or representative must sign and submit **Third Party Site Agreement** (Appendix A) to their Food Access Coordinator before the distribution.
3. The Member must have the date and time confirmed by:
 - a. Athens Warehouse: Tracey Massey at (706) 713-9319
 - b. Clayton Warehouse: Annie Branum (706) 960-9205before a distribution can be officially scheduled. Members who are hosting a Mobile Pantry for the first time will be required to volunteer at another Member's Mobile Pantry distribution before being permitted to host their own.

All requirements must be met at least 30 days before the planned distribution. For more information regarding a Mobile Pantry, please contact your Food Access Coordinator or Tracey Massey (706) 713-9319.

TEFAP/USDA

Through The Emergency Food Assistance Program (TEFAP), the U.S. Department of Agriculture (USDA) acquires a variety of nutritious, high-quality foods and makes them available to State Distributing Agencies, such as our Food Bank. Our Food Bank can then provide USDA products to participating Members. If a Member is not receiving USDA but would like access, they should contact their Food Access Coordinator.

Members who qualify for accessing TEFAP/USDA foods include:

- Members with emergency feeding programs
- Food Pantries and Drive-Thru Distributions
- Mobile Pantry Distributions
- Community and Soup Kitchens
- Emergency shelters with 3 days or less stay

Members who do not qualify for TEFAP/USDA Foods include:

- Members who do not offer public food distributions
- Members who have requirements to be met before Neighbors can receive food, such as completing a program, listening to a solicitation, or a proof of referral.
- Recovery and Rehabilitation Sites
- Summer Camps for children or child nutrition programs providing food service (besides backpack programs)
- Charitable Institutions such as retirement homes or hospitals
- Nutrition Project and programs for the elderly, such as Meals on Wheels
- Disaster Relief Programs

Members who distribute USDA foods must adhere to the following regulations:

1. Comply with all Food Bank standards and regulations.

2. Ensure that each person or household (if applicable) receiving any amount of USDA food first completes a current year **TEFAP Eligibility Form** (Appendix B) in its entirety.
3. Members must complete a current year **TEFAP Commodity Distribution Record** (Appendix B) for either each Neighbor served or, if all Neighbors receive the same items and amounts of USDA foods during a distribution, per distribution.
4. Submit monthly USDA statistics reports regarding the completed TEFAP forms they have collected over each month. Statistics reports for Members distributing USDA must be submitted by ***no later*** than the first day of the following month. If the Member needs clarification on reporting USDA/TEFAP statistics, they should refer to the **Statistics Reporting Guide** (Appendix A).
5. Print and display a legible **“And Justice For All” flyer** (Appendix B) in an area visible to Neighbors during all USDA/TEFAP distributions.
6. Print and display a legible **“Written Notice of Beneficiary Rights”** (Appendix B) in an area visible to Neighbors during all USDA/TEFAP distributions.
7. Members must separate all USDA foods from non-USDA items and label the shelf or unit holding USDA foods.
8. Members must keep their USDA Civil Rights certificate of completion on-site.

Members may be chosen at random for an annual USDA audit, unrelated to their regular Monitoring Visit, and should always remain prepared for an audit.

GNAP

GNAP provides nutritious foods intended only for families and guardians with children under 18. The period in which our contract allows us to have access to and provide verified Members GNAP foods is apt to vary annually. Verified GNAP Members must distribute all GNAP foods in their inventory before the end of each active GNAP period (as listed in their GNAP MOU).

Members who distribute GNAP foods must:

1. Comply with all Food Bank standards and regulations.
2. Complete the annual GNAP Training.
3. Complete a current year GNAP MOU. The Member must also keep a copy of their completed GNAP MOU on file.
4. Members must separate all GNAP foods from non-GNAP items and label the shelf or unit holding GNAP foods.
5. Only distribute GNAP foods to children or families/guardians with children.
6. Ensure each family/guardian receiving GNAP has completed a GNAP form before receiving food.
7. If the Member is serving a child directly (such as a backpack program or On-Premises Meals), no form needs to be

completed; instead, the Member must track how many children and how many times each child was served.

8. If serving and preparing meals with GNAP, the Member must be previously approved for On Premises Meals. The Member will track all meals prepared and served with any amount of GNAP product using the **Meal Tracker Form** (Appendix A).
9. Submit monthly GNAP statistics reports regarding the completed GNAP forms they have collected over each month. Statistics reports for Members distributing GNAP must be submitted by **no later** than the first day of each month.
10. All GNAP product acquired by the Member must be distributed within the GNAP period.

Any Member participating in GNAP may be selected for a GNAP audit during each GNAP period.

Member Enablement

Member Enablement allows Members to act as an extension of the Food Bank to collect, sort, and distribute foods from a local grocer or retailer as determined by the Food Bank, at no cost to the Member. Members who are approved for this program will be paired with a store determined by location, availability, and scheduling convenience. Then, Members will follow a schedule to receive donations from that store, weigh donations using equipment provided by the Food Bank, and then report the pounds and categories of food received before the Member processes and distributes the donations.

Interested Members with a record of good standing and compliance with the Food Bank may request access to this program through their

Food Access Coordinator. Member Enablement may not be immediately available to Members due to limited participating grocers and retailers.

Food2Kids

Food2Kids, the Food Bank's childhood nutrition program, exists to address childhood food insecurity with compassion and efficacy by aiming to serve the household by including other siblings and parents via In-School Pantries and Mobile School Pantries. Through these Member-led programs, Members help support, order, and organize food distributions in schools, local clubs (e.g., YMCA, Boys & Girls Clubs, etc.), Members are encouraged to connect with their local schools to see how best they can serve the children and families in their community. To learn more about the Food2Kids program, please contact Tracey Massey at tmassey@foodbanknega.org or (706) 713-9319.

Mobile School Food Pantry

Members order and manage a monthly Mobile Pantry to distribute at a school(s). These events function like our general Mobile Pantry program but are specific to serving only children and families of that school rather than being open to the public.

In-School Pantry

In-School Pantries are food pantries that operate inside of a school or child-centered organization and require a close partnership between Members and school leadership. Members assist schools by regularly communicating with staff and consistently stocking the In-School Pantries as needed. School staff typically determine when the pantry is open, what items it contains, and how it is advertised to students and their families.

Senior Staples

Senior Staples is a program in which the Food Bank of Northeast Georgia packs boxes of shelf-stable foods meant to serve as monthly supplemental food assistance for Neighbors who are age 60 and older. Senior Staples is intended to serve homebound seniors and seniors with health concerns which may prevent them from travelling or waiting in lines for food assistance. Participating Members order a select number of boxes each month (as determined by the Senior Nutrition Specialist) and cover the shared maintenance fee per each box.

This initiative currently has limited capacity for Members. However, if a Member would like to be considered as openings are made for this initiative, please provide a written request including your Member Reference Code to your Food Access Coordinator.

SNAP

The Supplemental Nutrition Assistance Program (SNAP) is an entitlement program funded by the U.S. Department of Agriculture (USDA) that provides a monthly benefit amount on an EBT card to eligible individuals/families. The Georgia Department of Family and Child Services (DFCS) reviews all applications and makes decisions on approval and benefit amount based on household size, income, living expenses, medical expenses, and disability status. SNAP benefits can be used when buying food at grocery stores or farmers markets that accept EBT—making it possible for individuals/families to shop for fresh produce, foods that meet specific dietary needs, and foods fulfilling cultural preferences.

FBNEGA SNAP Department:

The Food Bank of Northeast Georgia's SNAP Department supports neighbors inquiring about SNAP benefits by providing eligibility prescreens, assistance with applications and/or renewals, and

answering SNAP-related questions. This allows our neighbors to speak with someone about their benefits over-the-phone, through text message, or in-person when they may be unable to contact their DFCS caseworker or their local DFCS office.

Referring Neighbors for Assistance:

If your organization would like to have SNAP referral flyers and/or signage to distribute to neighbors or display within your organization, please reach out to your Food Access Coordinator to be connected with our SNAP Department.

On-Site SNAP Application Assistance:

If you are interested in providing SNAP application assistance on-site for the neighbors you're serving, please contact Stevie Jandrlich for options and details.

Food Safety and Member Regulations

Food and Storage Safety

Food Monitoring

Members should establish a weekly routine for checking the quality of their food and ensuring their storage space is neat and clean. These routines should include monitoring and recording temperatures from all refrigerator and freezer units. As Members collect food to store in their pantry, they should follow the FIFO (first-in-first-out) method to ensure all food is distributed within its optimal window. Members should distribute any food they receive from the Food Bank within 60 days (about 2 months).

Dry storage spaces should be climate controlled with standing temperatures between 45-85 degrees Fahrenheit. If food bank food is stored in a space without air conditioning or heat, the Member must display a thermometer in the room and include the temperature of

the room in the **Weekly Temperature Log** (Appendix A). If temperatures of your storage are outside the recommended range, contact your Food Access Coordinator.

Temperature Log

Members using any refrigerator or freezer space for storing Food Bank foods must keep and record a **Weekly Temperature Log** (Appendix A) of all units being used. Each unit must be clean and hold a working thermometer or be able to provide an internal temperature (such as a temperature display). Members should not use temperature guns to record temperatures for refrigerator and/or freezer units.

Refrigerator storage should remain between 33 - 40 degrees Fahrenheit. Freezer units should be kept at 0 degrees Fahrenheit or lower. If records show units above the proper holding temperatures for two days in a row, contact your Food Access Coordinator.

Members should follow proper food storing methods to prevent cross contamination when storing TCS foods and raw meat. For more information on proper food storage, please refer to the ServSafe Food Handler Training.

Pest Control

Members must have an active pest control routine if storing food at their facility. Pest control can be provided by a pest control company quarterly or enacted by the Member monthly. The Member must be prepared to show proof of a record of their pest control by reference of receipt or the Food Bank's **Pest Control Log** (Appendix A) during annual inspections.

Storage Security

Food pantries must be locked to prevent anyone accessing and taking Food Bank foods during non-distributing hours and without

proper supervision, unless otherwise approved by your Food Access Coordinator.

Food Expiration Dates and Damage

Foods our Members may receive might be expired or have damaged packaging. In these instances, Members should always refer to their ServSafe Food Handler Guide regarding what damaged items are acceptable and what must be discarded. Many items past their expiration date are still safe to consume and the quality of most food items are unaffected within 6 months of the expiration date. For this reason, any safe food items at the Food Bank of Northeast Georgia may be offered to Members up to 6 months past the expiration date. If Members are unsure if an expired food is still safe to consume, they should reference the **USDA Food Keeper App** (<https://www.foodsafety.gov/keep-food-safe/foodkeeper-app>).

Distributing Food/Serving Neighbors in Other Counties, States

Members may only distribute food within the Food Bank's 15-county region, which includes Banks, Barrow, Clarke, Elbert, Franklin, Habersham, Hart, Jackson, Madison, Oconee, Oglethorpe, Rabun, Stephens, Towns, and White Counties in Georgia. However, if a Member would like to establish a distribution in a county outside the one in which they are registered but within the region, they must contact their Food Access Coordinator.

All neighbors requesting food assistance from a neighbor may receive it, despite the county or state in which they live. However, if a Neighbor does not live in Georgia, they are not eligible to receive USDA or GNAP foods.

Choosing a Warehouse

After completing onboarding, Members are given the choice between ordering online product through our Clayton or Athens locations. This choice determines availability of food for online ordering, delivery availability, and delivery fee costs. If a Member would prefer to change their location, they must contact the Food Access Coordinator.

- *Members can use the Sharing Floor at both our Clayton and Athens locations, regardless of which location they are registered for Online Orders.*
- *Please make sure to contact the correct location when calling the Food Bank regarding online order delivery or scheduling a Sharing Floor visit.*

Statistics Reporting

Member statistical reports are due by the last day of each month. Members who host distributions near the end of the month are permitted up to seven (7) days in the following month to report their statistics. Members who fail to report their statistics on time will be automatically suspended from completing a Sharing Floor appointment and placing online orders and may also affect the Member's Mobile Pantry Distribution(s). If Members need assistance with reporting statistics, they should refer to the **Statistics Reporting Guide** (Appendix A) or contact their Food Access Coordinator.

Recording and Storing Food Bank Paperwork

Member paperwork should be organized and filed, either physically or digitally, in an easily accessible way on-site for 5 years. Members should be prepared to present the following during annual inspections (if applicable):

- Distribution Logs
- Pest Control Logs
- Temperature Logs

- Meal Tracker Forms
- Current year Member Contract
- ServSafe Food Safety or Manager certification
- USDA Civil Rights Certificate and Log
- TEFAP Eligibility forms
- TEFAP Commodity Distribution Forms
- GNAP Eligibility Forms
- GNAP MOU
- Food Bank Program Agreements

Updating Contact Information

Members are responsible for updating their Food Access Coordinator on all relevant information. This includes removal or request to add new Shoppers, a change in contact information, any changes in leadership, and changes in location or storage of Food Bank Foods. If the Food Bank is unable to contact a Member due to outdated contact information, the Member may be suspended until all relevant information is updated.

Advertising for Member Distributions and Events

While we advertise Member Distributions on our Food Bank's Food Finder webpage, Members are responsible for advertising their food distributions in their community through their own chosen means, such as by word of mouth, posted flyers, church bulletins, local newspapers and radio stations, etc.

Member Volunteer Outreach

Members are responsible for supplying their own volunteers without the assistance of the Food Bank. If a Member would like advice on how to outreach for volunteer assistance, they may request support from their Food Access Coordinator.

Donating Foods to Other Members

Members may donate food to other Members so long as both Members meet the following requirements.

1. The receiving Member must have food storage that has been approved by the Food Bank.
 - a. The receiving Member must have working refrigerator and freezer units with an active temperature log before receiving any cold/frozen foods.
2. The receiving Member may not accept any items related to programs in which they do not participate (GNAP, USDA, etc.)
3. For each Member receiving or donating food, a **Member-To-Member Food Sharing Agreement** (Appendix A) must be completed by each party before food can be donated. Each signed agreement must be held on-file for up to 5 years.

Inspections, Monitoring Visits, and Audits

Initial Inspection

New Members must undergo an initial inspection to determine if the future Member's space is fit preparing and serving meals, and/or food storage and distribution before accessing Membership Benefits. After a New Member has passed their initial inspection, their Food Access Coordinator will schedule their first annual inspection within three months.

Annual and Biennial Monitoring Visits

Members are required to undergo monitoring visits by their Food Access Coordinator, which can be scheduled for any month during each year. Monitoring visits are scheduled annually for most Members;

however, Members may be scheduled for biennial visits as determined by the Food Bank. The Food Bank also reserves the right to schedule multiple or last-minute Monitoring Visits if deemed necessary.

During these visits, the Food Access Coordinator will review proper regulations regarding food safety, food storage, proper filing and organization, and accurate reporting. Members must have at least one associate of their organization available to host. All inspection results will be shared with the associate during the visit, which will be formally addressed to the organization in a Findings Letter.

To be prepared for an upcoming Monitoring Visit, Members should refer to the **Inspection Readiness Checklist** (Appendix A).

Follow-Up Monitoring Visits

When a Member has been found out of compliance or has repeated a violation, the Food Access Coordinator will schedule a follow-up visit within three months of an unfavorable monitoring visit. In significant cases, this may result in automatic suspension. Any requirements that must be completed before the follow-up visit will be listed in the Findings Letter. In significant cases, this may require the Member to return all food product to the bank if their space is determined unfit for storing food. If the Member does not address all concerns formally provided by the Food Bank, the Member may be automatically suspended (see page 27 for more details).

Accounting

Miscellaneous Fees

Members should expect an annual \$75 Member fee and \$25 maintenance fee. If a New Member application is received during any

period which is less than the full twelve months of the current calendar year, the membership fee for their first year will be prorated.

If Members lose their Shoppers card and need a replacement, or if a Member does not bring their Shoppers card to an appointment and needs a new card, the Member may accrue a \$5 fee per card replaced.

Payments

Payments can either be completed by check or automatic debits. If choosing to pay by check, conditions listed below must be met or the Member may be issued a “Returned Check Fee” of \$35.00:

- The check must be from the Member’s establishment with the Food Bank of Northeast Georgia.
- Checks must be written out to the “Food Bank of Northeast Georgia” or “Food Bank NEGA”.
- The memo should include both the Member Reference Code and the invoice number(s) being paid.

Setting up your account for automatic debits allows all statements to be automatically charged directly to the Member’s bank account. If a Member prefers using automatic debits, Accounting will require the following:

- A void check from the Member’s bank account
- The Member’s bank account number
- The Member’s bank routing number
- Billing contact information

If you have questions about finances or would like to set up automatic debits, please contact your Food Access Coordinator.

Invoices and Statements

Invoices are issued with every transaction. It is important for Members to collect all invoices they receive as content may be applicable to paying bills and completing documents, such as the TEFAP Commodity Distribution Record Form.

At the beginning of each month, the Member's designated billing contact will receive a statement for all fees and invoices collected in the previous month. **It is important to pay any due balance at the beginning of the month. Members who reach their credit limit will not be able to check out any product from online ordering or the Sharing Floor.** Payments towards credit balance may take between 2-5 business days to process and can be paid per statement or invoice.

Please note, however, for online and Mobile Pantry orders, some invoices may not be confirmed if perishables are required to be replaced before delivery (such as if the produce ordered is no longer good) or if product was not received.

Late or Unpaid Invoices

All invoices must be paid within 60 days after the transaction date. Past-due accounts will result in Member suspension. Member deactivation will occur at 120 days.

Probation, Suspension, and Deactivation

Probation

A Member may be placed on probation for reasons including, but not limited to:

- Minor violations of compliance standards
- Failure to communicate with a Food Access Coordinator
- Failure to update contact information

Probation may be cause for unannounced follow-up monitoring visits. The Member will remain under probation until otherwise notified but will retain the normal benefits of Membership with the Food Bank. Failure to resolve any issues that led to probation can lead to Member suspension, or in severe cases, deactivation.

Suspension

Though most Members will be notified of suspension, the Food Bank reserves the right to suspend Members without notice. If Members are unsure of the reason for their suspension, they should contact their Food Access Coordinator.

Reasons for suspension include but are not limited to:

- Failure to produce required documentation
- Overdue payments
- An unfavorable monitoring visit
- Overdue monthly statistical reports
- Failure to fulfill MOU requirements
- Repeated violations of any Food Bank guidelines

Suspended Members are temporarily disallowed from accessing any Member benefits until otherwise notified. Because the suspension may have impact on our Neighbors, it is vital to avoid suspension and work to regain compliance as soon as possible.

Deactivation

Member accounts may be subject to deactivation due to prolonged suspension of 90+ days or may be immediately deactivated due to severe compliance issues. Deactivated Members immediately lose access to all benefits provided by the Food Bank and the relationship between the Member and the Food Bank is completely severed. In

some cases, Members may not be notified of their deactivation due to extreme violations of Food Bank guidelines and regulations (such as the sale of Food Bank food).

If a Member believes they have been wrongly deactivated, they may submit an appeal in writing to the Director of Food Access and Procurement within 60 days of deactivation.

Addresses, Hours of Operation, and Contacts

Warehouses and Mailing Addresses

Physical Locations for our Food Bank warehouses are as follows:

- Athens Branch Location: 890 Newton Bridge Rd, Athens, GA 30607
- Clayton Branch Location: 46 Plaza Way, Clayton, GA 30525
- Mailing address: P.O. Box 48857, Athens, GA 30604

Hours of Operation

Athens Branch

- Administrative Offices: Mondays-Fridays, 8:00am-4:00pm.
- Sharing Floor: Mondays-Fridays, 8:00am-4:00pm.
- Warehouse Pickups: Mondays-Fridays, 7:30am-2:30pm
- Warehouse Deliveries: Mondays-Fridays, 7:30am-3:00pm

Clayton Branch

- Administrative Offices: Mondays-Fridays, 8:30am-4:00pm.
- Sharing Floor: Mondays-Fridays, 8:00am-12:00pm, 1:00-3:00pm.
- Warehouse Pickups and Deliveries: Mondays-Fridays, 7:00am-2:30pm

Staff Contacts

Member Relations

For Members located in Barrow, Clarke (with Member Reference Codes starting with A-F), Oglethorpe counties or regarding Childhood Nutrition strategies: Tracey Massey at tmassey@foodbanknega.org or 706-713-9319

For Members located in Banks, Clarke (with Member Reference Codes starting with G-Z), Franklin, Hart counties or SNAP assistance: Stevie Jandrlich at sjandrlich@foodbanknega.org or 762-356-4128

For Members located in Elbert, Jackson, Madison, Oconee counties or regarding Senior Nutrition strategies: Noah Cooke at ncooke@foodbanknega.org or 706-713-9315

For Members located in Habersham, Rabun, Stephens, Towns, White counties: Annie Barnum at abarnum@foodbanknega.org or 706-960-9205

For updating website information: Hannah Southall at hsouthall@foodbanknega.org or (706) 354-7845.

For reporting and issues concerning Member Enabled pickups: Chris Rountree at crountree@foodbanknega.org or (706) 510-3163.

Accounting

For general questions concerning fees, statements, invoices, and payments, please first contact your Food Access Coordinator. If your Food Access Coordinator is unavailable, you may contact Tim Schreiber at tschreiber@foodbanknega.org or 706-960-9206.

Athens Warehouse

For scheduling or cancelling Sharing Floor appointments for the Athens Sharing Floor, please call (706) 354-8191 extension 106.

For scheduling deliveries or requesting change of day for pickup, please email receiving@foodbanknega.org.

To report significant issues with orders, bad or damaged product: Dave Williams at dwilliams@foodbanknega.org or (706) 354-8191 extension 111. If Dave Williams is unavailable, please report to your Food Access Coordinator.

Clayton Warehouse

For scheduling or cancelling Sharing Floor appointments for the Clayton Sharing Floor, please call (706) 354-8191 extension 212 or extension 208.

For all Warehouse concerns, reports, and issues, contact Philip Wilkes at pwilkes@foodbanknega.org or (706) 354-8191 extension 212.

To report significant issues with orders, bad or damaged product: Dave Williams at dwilliams@foodbanknega.org or (706) 354-8191 extension 111. If Dave Williams is unavailable, please report to your Food Access Coordinator.

General Food Assistance

Neighbors may call 211 for an emergency line providing local emergency resources and food distributions sites. Neighbors may also find food through our website's [Food Finder webpage](#).



FOOD BANK OF NORTHEAST GEORGIA

Appendix A

1. Media Release Form
2. Member-To-Member Food Sharing Agreement
3. Meal Tracker Form
4. Weekly Temperature Log
5. Volunteer Training Log
6. Third Party Site Agreement
7. Pest Control Log
8. Statistics Reporting Guide
9. Inspection Readiness Checklist



Media Release Form

I, (print name) _____, give my consent to the Food Bank of Northeast Georgia for interview content, photographs, film, video, or sound recording. I further consent such information, photographs or recordings may be used in publications, promotional materials, advertisements, news releases, film, video, blogs, websites, sound productions and other marketing purposes, as directed and approved by the Food Bank of Northeast Georgia without providing monetary or other compensation to above named person or their family or heirs.

Signature: _____

Date: _____

FOR SUBJECTS UNDER 18 YEARS OLD

I, (Guardian's name, please print) _____, give my consent to the Food Bank of Northeast Georgia for interview content, photographs, film, video, or sound recording of my child, (child's name, please print) _____. I further consent such information, photographs or recordings may be used in publications, promotional materials, advertisements, news releases, film, video, blogs, websites, sound productions and other marketing purposes, as directed and approved by the Food Bank of Northeast Georgia without providing monetary or other compensation to above named person or their family or heirs.

Guardian Signature: _____

Date: _____

Please state how you (or your dependent) would like to be referred to in the aforementioned content. (examples include: First name only with age, Full Name, Pseudonym):

For any questions, please contact:
 Kelly Klein, Director of Development
 706-354-8672
 kklein@foodbanknega.org



FOOD BANK OF NORTHEAST GEORGIA

Member-to-Member Food Sharing Agreement 2025

_____ (Member 1) and _____ (Member 2) agree to adhere to food safety and distribution guidelines required by Food Bank of Northeast Georgia (FBNEGA) when sharing food between pantries and/or distributions.

This includes but is not limited to:

- All shared food must be logged (see Food Sharing Log)
- All appropriate neighbor paperwork must be collected, filed, and included in monthly reports
- USDA/TEFAP foods may only be shared between USDA/TEFAP eligible and approved Members. If you are unsure what items another member can receive, please contact your Food Access Coordinator.
- GNAP foods may only be shared between GNAP eligible and approved Members
- All transportation methods must follow ServSafe Food Handler and FBNEGA guidelines
- All food must be stored in a pantry space that has been inspected and approved by a Food Access Coordinator
- All food that is directly distributed must be transported following FBNEGA and ServSafe Food Handler guidelines

This agreement is voluntary and valid until terminated by FBNEGA or either signing party through notice sent to their Food Access Coordinator.

Member (1) Director (print): _____

Member (1) Contact: phone _____ e-mail _____

Member (1) Director (sign): _____ Date: _____

Member (2) Director (print): _____

Member (2) Director (sign): _____ Date: _____

Member (2) Contact: phone _____ e-mail _____

Directions:

- **Date:** list the date the food is provided to the Receiving Member.
- **Providing Member:** list the Member providing the food to the Receiving Member.
- **Invoice #(s):** list the invoice number(s) found on your FBNEGA order invoice to track which food order you are sharing from.
- **Receiving Member:** list the Member receiving the food from the Providing Member.
- **Distribution Type:** list the type of distribution the Receiving Member will be using to distribute the food.

Meal Tracker Form

ON-PREMISES MEALS FOR MEMBERS WHO DO NOT USE USDA AND GNAP.

Month: _____

Total Meals: _____

SUNDAY

MONDAY




































TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

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B = BREAKFASTS

L = LUNCHES

D=DINNERS

S = SNACKS

Meal Tracker Form

ON-PREMISES MEALS INCLUDING THOSE MADE WITH USDA AND GNAP (IF APPLICABLE).

Month: _____

Meals (NO USDA OR GNAP): _____

USDA Meals: _____

GNAP Meals: _____

Total Meals: _____

SUNDAY

MONDAY




































TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

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B = BREAKFASTS

L = LUNCHES

D = DINNERS

S = SNACKS



Member Code: _____ - _____

Third Party Site Agreement

Overview

A “Third Party Site” is a location that is not owned or controlled by the Food Bank Member which is used to host a Member’s charitable food distribution using Food Bank of Northeast Georgia product. Third Party Sites can be located at a school, library, youth organization, municipal building, clinic, senior housing, or other locations where food assistance is needed. Additionally, a Third Party Site must be pre-approved by the Food Bank for both delivery and food safety.

Responsibility of Member

- While operating a charitable food distribution at a Third Party Site, the terms of the Member Contract will apply to the Member and any volunteers at the Third Party Site.
- Third Party Sites are considered to be operating under the fiscal and legal responsibility of the Member’s organization and status as a Public Charity or Church.
 - The Member is responsible for food safety procedures at the Third Party Site.
- Neither the Food Bank nor the Member will charge the Third Party Site any fees associated with receipt or distribution of donated product.
- All communications with the Food Bank will be made by a representative of the Member organization. The Member will organize the delivery and distribution of food.
 - The Food Bank is not responsible for communicating with the Third Party Site.
- The Member will not engage in practices or partner with a Third Party Site which views and uses food distributions as access to a large group of people for solicitation, proselytization, or promotion of corporate objectives.
 - Any form of outreach beyond the provision of food must be completely invitational, void of coercion, and physically separate from the process of the food distribution.
- The Member ensures responsibility for the provision of equitable food assistance to all humans during Food Bank distributions and to provide accommodations as needed for those requesting food assistance to the best of their ability.

Responsibility of Third Party Site

- The Third Party Site will operate under the fiscal and legal responsibility of the Member during charitable food distributions and agrees to follow distribution instructions from the Member.
 - The Third Party Site will not use any Donated Product for their operations, upkeep, business meetings, fundraising, compensation, or consumption, including consumption of beverages by staff or volunteers when carrying out assigned duties.
 - The Third Party Site will not engage in discrimination in the provision of service against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran, or as otherwise prohibited under the current USDA nondiscrimination statement.



Member Code: _____ - _____

- The Third Party Site agrees to coordinate directly with the Member organization to host a charitable food distribution on their premises.
- The Third Party Site will not engage in activities that use food distributions as access to a large group of people for solicitation, proselytization, or promotion of corporate objectives.
- The Third Party Site will serve any human seeking food assistance during Food Bank distributions to the best of their ability.

This Agreement will be in effect from _____, 20____ to _____, 20_____.

Member Organization Name: _____

Signature: _____

Print Name: _____

Title: _____

Name of Third Party Site: _____

Signature: _____

Print Name: _____

Title: _____

Food Bank of Northeast Georgia:

Representative Signature: _____

Print Name: _____

Title: _____



FOOD BANK
OF NORTHEAST GEORGIA

PEST CONTROL LOG

Member Reference Code: _____ Member Name: _____

Pest Control Provided By	Date Treated	Treatment Type	Treated For	Initials

All Members who store food at their facility should have an active pest control routine and provide the full details in the Pest Control Log. **Pest control can be provided by a pest control company quarterly or self-administered by the Member monthly. Members must keep a log of pest control for up to five years.**

If you have a severe pest outbreak at your facility, contact your Food Access Coordinator as soon as possible.



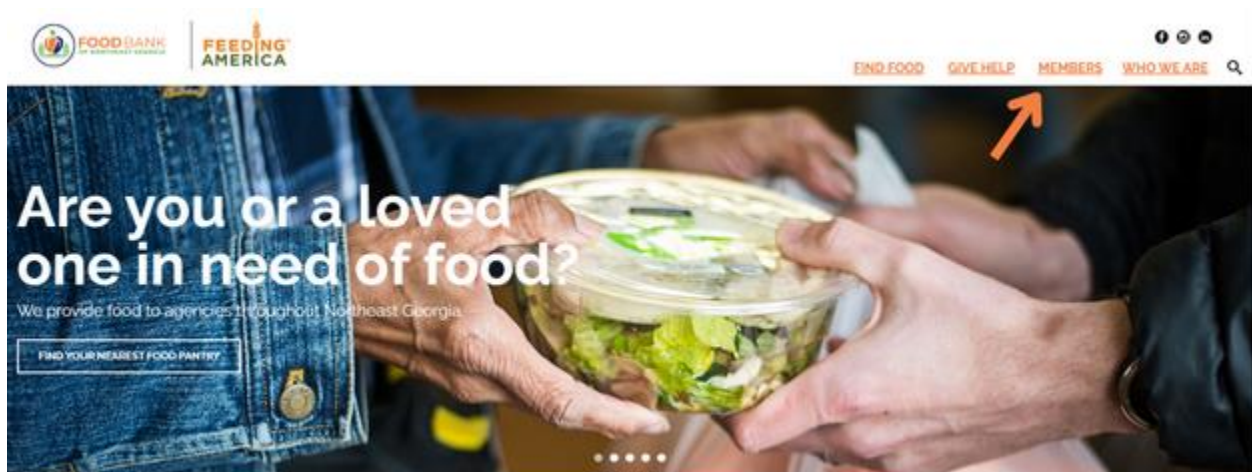
2024 Statistics Reporting Guide

All Members of the Food Bank of Northeast Georgia are required to report monthly food distribution statistics by the first day of each month. This information is vital to our mission of connecting neighbors with nourishing food.

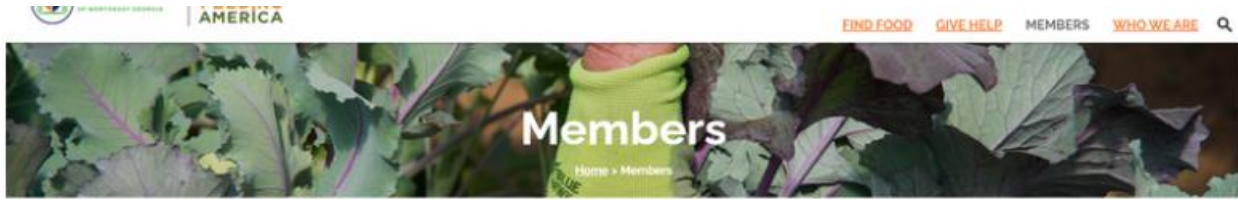
Statistics can be edited on your own within 24 hours of submission. If you have issues with recording your statistics, need previous statistics updated, or have any questions, please contact the Membership Coordinator for your organization's county.

Logging In

To gain access to your account, you will need to visit the Food Bank of Northeast Georgia's website, then hover over the section that says "Members," and click subsections also titled "Members":



From the Members page, scroll down to the section regarding Online Ordering and click either the "Member Login" or "Place an Order" button:



MEMBER LOGIN

Are you looking to become a new Member?

The Food Bank of Northeast Georgia provides our members access to millions of pounds of food they might not otherwise have. Members gain access to food either through our online inventory system or by selecting items from our sharing floor.

To learn more about becoming a Member with the Food Bank of Northeast Georgia, please [click here](#).

Online Ordering

The online inventory system provides bulks, cased items for distribution. All items are ordered in case or pallet-size quantities. The shopping floor provides supplemental food and is a lot like a grocery store allowing members to hand select less-than-case amounts of food from the shelves or pallets of miscellaneous product.

PLACE AN ORDER

If you are having difficulty with accessing your account or placing an order, please contact our Food Access Coordinator.

Onboarding Information

- [New Member Orientation Video](#)
- [Agency Manual](#)

Member Forms

- [Member Contract 2024](#)
- [Weekly Temperature Log](#)
- [Pest Control Log](#)
- [Meal Tracker Form](#)
- [Third Party Site Agreement](#)
- [Media Release Form](#)
- [Statistics Reporting Guide](#)

TEFAP/USDA Documents

- [TEFAP Form](#)

On the Log-In page, you will need to enter your login information to access your account. If this is your first time accessing your account, you may be prompted to set a new password after logging in.

FOOD BANK OF NORTHEAST GEORGIA

Agency Reference

User Name

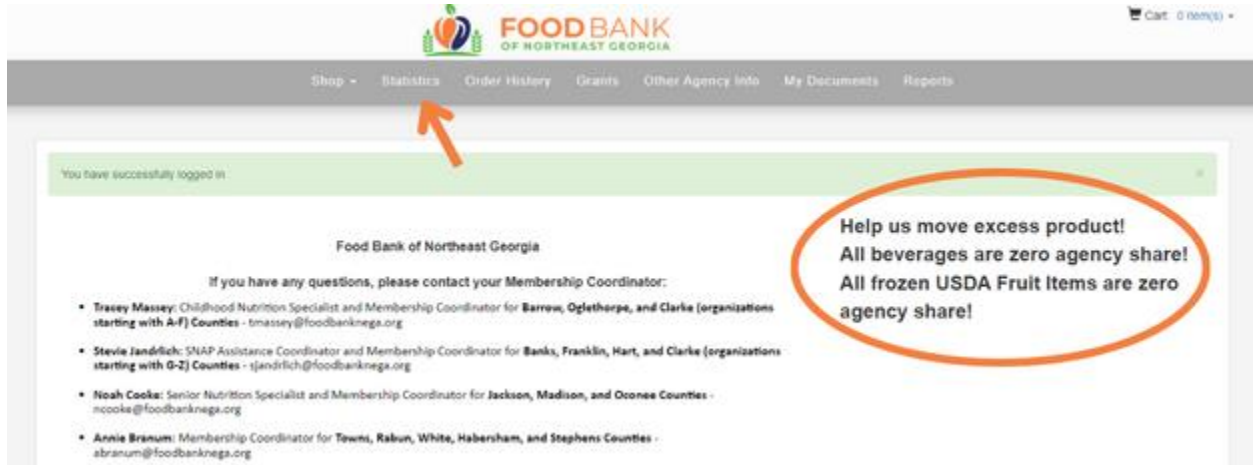
Password

Login Reset

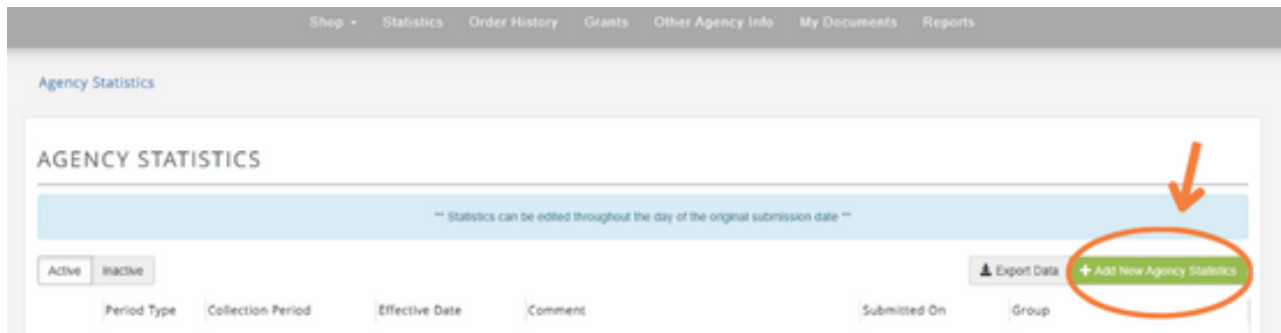
[Forgot password?](#)

Submitting Statistics

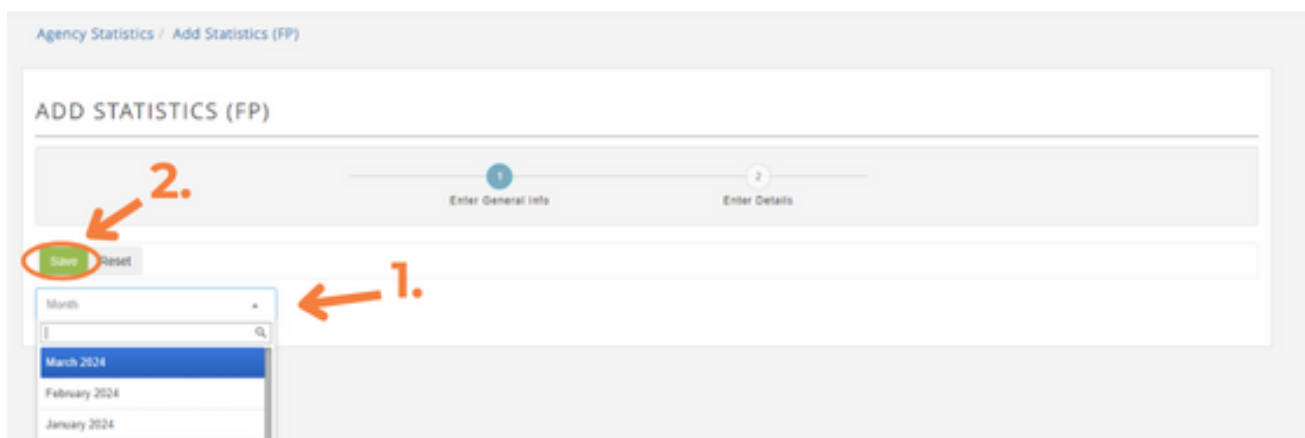
Now that you've logged in, first review the page for any updates, notices, and announcements. Then, click the "Statistics" button:



To begin submitting new statistics, click the green button, "+ Add New Agency Statistics":



Next, you will need to (1) select the month you are submitting statistics for and (2) click save to begin your submission:



Statistics Questions

Our statistics collect answers involving five categories of questions, which only apply to Members participating in those programs:

1. **ALL MEMBERS** - Statistics which apply to all Members
2. **USDA** - Statistics regarding those served using USDA foods for The Emergency Food Assistance Program (TEFAP). Refer to your completed TEFAP eligibility forms for these statistics.
3. **OP** - Statistics regarding those fed using cooked foods made by the Member or "On Premises Meals".
4. **GNAP** - Statistics regarding children and families with children served using Georgia Nutrition Assistance Program (GNAP) foods. Refer to your completed GNAP eligibility forms for these statistics.
5. **SSP** - Statistics regarding those served through registered Senior Staples distributors.

When completing your statistics, please note the following:

- Members should only record answers to questions that apply to them.
 - For example, if you do not use USDA products, you do not need to report any statistics for the USDA questions.
- Members who have applied and completed an annual GNAP MOU (Memorandum of Understanding) can receive GNAP foods during active distribution periods and GNAP statistics will only be asked during active distribution months.
- If you are unsure if you are submitting your statistics correctly or what the question may be asking, you can always contact your Membership Coordinator.

Once you enter the Edit Statistics page, you will get a notification saying, "your record was saved successfully." This is a quirk of the online system implying that the Edit Statistics page has begun to save any edits you make to the page. Stay on this page and add all your statistics numbers before exiting. Make sure to match the answers to the correct questions, as shown below the Statistic Name search bar. You may also use the comments bars of each statistic for any clarification or notes you would like to leave on the record. However, commenting a value will not be accepted in place of a value:

Shop ▾ Statistics Order History Grants Other Agency Info My Documents Reports

Agency Statistics / Edit Statistics (FP/OP GNAP/USDA)

The record was saved successfully

EDIT STATISTICS (FP/OP GNAP/USDA)

1 Enter General Info 2 Enter Details

Period: March 2024

Statistic Name	Value	Comment
2024 GNAP: At-Risk	11	
2024 GNAP: Meals Prepared and Served	16	
2024 GNAP: TANF Recipients (Uncommon)	0	
ALL MEMBERS: Total number of people served through your organization this month	192	

Be aware that you may have multiple pages of statistics to complete. Always expand the number of questions you can see to ensure you will not miss any questions.

ALL MEMBERS: Total number of people served through your organization this month	192
OP: Number of meals prepared and served (does NOT include any USDA or GNAP foods)	0
OP: Number of meals prepared and served using any USDA foods	23
OP: Total number of meals prepared and served	39
USDA: Number of Households served through TEFAP with USDA (# of completed TEFAP forms)	107
USDA: Number of people served through TEFAP with USDA	153

Go to page: 1 Show rows: 10 1-9 of 9

After reviewing that your statistics have been submitted correctly, click **save** at the top of the page. Clicking save will submit the statistics for the month.

Explanations for each current statistic question are as follows:

ALL MEMBERS: Total number of people served through your organization this month

- This number includes those served through **all** your organization's feeding programs, including drive-thru and brick-and-mortar food pantry distributions, emergency food, mobile pantry distributions, direct distribution, and on-premises cooking.

- If you do multiple forms of distributions, report the **total number** of people served. You can do this by adding together the number of people served at each distribution.

USDA: Number of people served through TEFAP with USDA

- This statistic is the total number of **people in households** served during your distribution. This can be calculated by adding the household size listed on each TEFAP form.

USDA: Number of Households served through TEFAP with USDA (# of completed TEFAP forms)

- The total number of households which received any amount of USDA food through all types of distributions, recorded by the total number of completed TEFAP forms collected from all types of distributions involving USDA products, besides on-premises (OP) meals.

OP: Number of meals prepared and served (does NOT include any USDA or GNAP foods)

- The number of people receiving prepared meals that are not prepared with GNAP or USDA foods.

OP: Number of meals prepared and served using any USDA foods

- The number of people receiving prepared meals using any amount of USDA food provided through the Food Bank's online ordering system.

OP: Total number of meals prepared and served

- The total number of people receiving prepared meals using **any** amount of food provided through the Food Bank. This number should equal the sum of non-USDA meals, USDA meals, and (if applicable) GNAP meals.
 - For example, if you prepare 0 meals without USDA product and 30 meals with USDA product, the total number of meals prepared and served will be 30.

GNAP: At-Risk

- The number of children or families with children requesting emergency food (or are at-risk of not having enough food to have a meal each day this week) receiving any amount of GNAP foods from your pantry.

GNAP: Meals Prepared and Served

- The total number of meal kits, boxes of shelf stable GNAP foods, and/or hot meals provided to children or families with children using any amount of GNAP foods.

GNAP: TANF Recipients (Uncommon)

- The total number of first-time visiting TANF recipients (cash recipients of the Temporary Assistance for Needy Families program) receiving GNAP foods—*please note that it is rare to receive TANF benefits, and it is likely that this statistic will be 0.*
- Be sure to differentiate between “At-Risk” and “TANF” when collecting GNAP forms to avoid incorrect reporting. You will find these from answers to question 6 of each GNAP Eligibility form.

GNAP questions may change annually, based on State and Federal requirements.

SSP: Total number of Senior Staples boxes distributed this month.

- The number of boxes you ordered and distributed through any means over the entire course of the month.
- This number will also need to be added to the *ALL MEMBERS: Total Number of People Served* statistic as well as the *USDA Number of Households* and *USDA Total Number of People*.

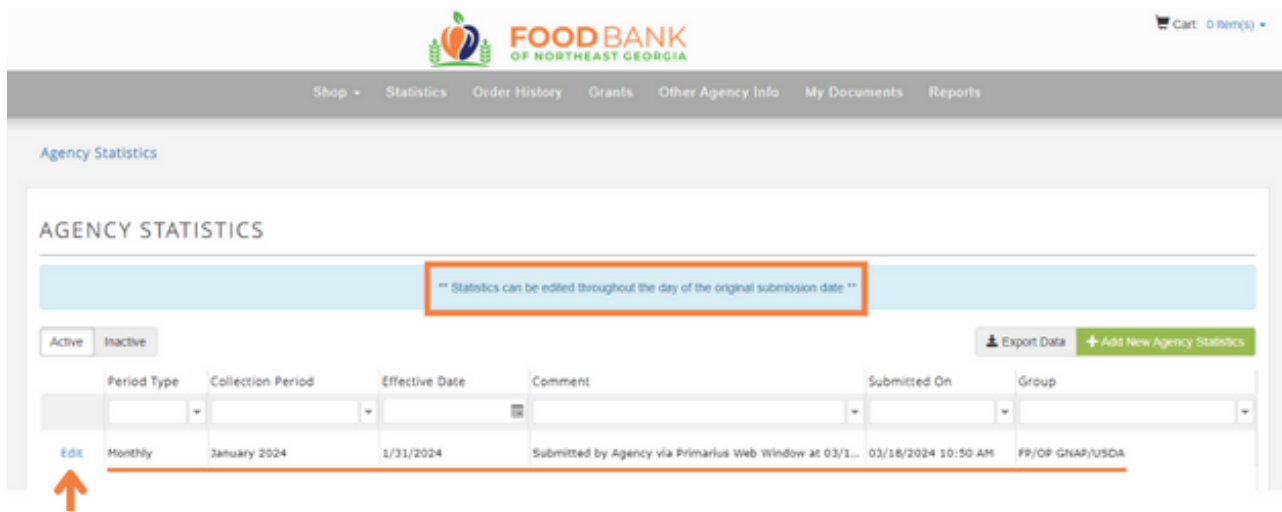
SSP: How many of the Senior Staples boxes you received were delivered directly to seniors' homes?

- The total number of boxes that you or a volunteer delivered directly to the homes of local seniors. If your program consisted of you picking up seniors for an event and then returning them to their home afterward with a box, this would be considered a delivery. If seniors are driving or being driven to you to receive a box, this is not considered a home delivery.

Editing Statistics

After you submit statistics, a record will be made of the time, date, and statistical categories you submitted. Statistics may be edited within 24 hours of submission in case of accidental or wrong submissions. There will be a blue banner on the top of your page if you are still able to edit. After statistics are locked in, however, they may only be edited by an administrator, such as your Membership Coordinator or Accounting.

To edit your statistics, on the Statistics page, press the edit button to re-enter your submission page as shown below:



Missing Statistics and Suspension

Statistics are due by the last day of each month. If your organization fails to submit statistics by the end of the first week of the following month, your account will be automatically suspended.

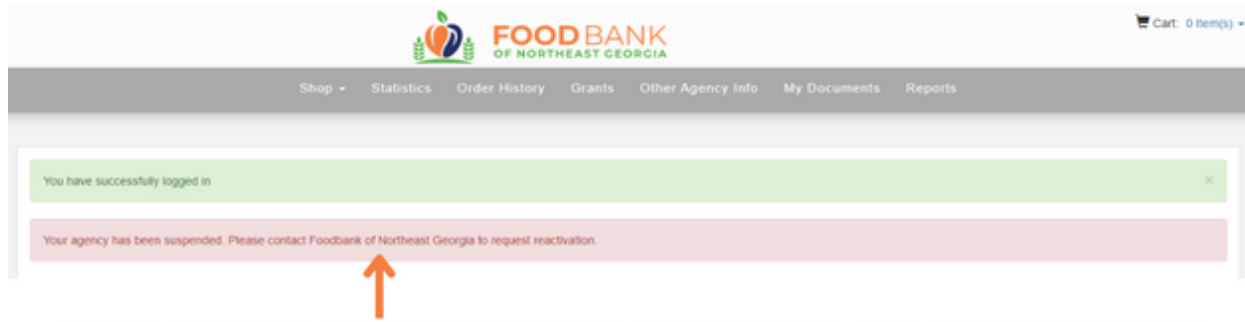
- *Example: You distributed food during May, so your statistics will be due before June 7th to avoid suspension.*

If your organization has had no food distributions, **you must still enter "0" for all categories in your statistics or your account will be suspended.** When your account is suspended due to statistics, it will remain suspended until your statistics have been entered.



Your account may be suspended for other reasons, such as unfavorable monitoring visit, missed or overdue payment, and required paperwork not being submitted before deadlines. When your account is suspended for any reason besides overdue statistics, the main contact of your organization will

receive an email notifying the reason. If attempting to order online, you will receive a red banner on your account as shown below:



If you are suspended, you should always call your Food Access Coordinator for required steps to become unsuspended or “reactivated.” If suspension is due to payment, your Food Access Coordinator will connect you with the Accounting Department.



FOOD BANK
OF NORTHEAST GEORGIA

Inspection Readiness Checklist

Upcoming Inspection Date: _____

Upcoming Inspection Time: _____

Who needs to attend? _____

Previous visit issues? _____

Food Pantry

- | | |
|--|--|
| <input type="checkbox"/> Is food 1+ inches from the wall? | <input type="checkbox"/> Are your refrigerators/freezers clean? |
| <input type="checkbox"/> Is food 6+ inches off the ground? | <input type="checkbox"/> Do your refrigerators/freezers have thermometers? |
| <input type="checkbox"/> Are you limiting cardboard by removing food from their boxes? | <input type="checkbox"/> Are you leaving space in your fridge/freezer units for proper airflow/cooling? |
| <input type="checkbox"/> Are you following the FIFO method when storing food? | <input type="checkbox"/> Are you keeping a Weekly Temperature Log of all your fridge/freezer units and non-climate controlled storage? |
| <input type="checkbox"/> Are you moving food within 60 days of receiving it? | <input type="checkbox"/> Do you keep a Pest Control Log? |
| <input type="checkbox"/> Are you discarding cans that have rust that you can't wipe off or severe dents? | <input type="checkbox"/> Do you have your current-year Member Contract? |
| <input type="checkbox"/> Do you have your current-year Civil Rights and ServSafe Food Handler Training Certificates? | <input type="checkbox"/> Do you have a Volunteer Training Log? |
| <input type="checkbox"/> (If applicable), do you have a copy of your Member-To-Member Food Sharing Agreement(s)? | <input type="checkbox"/> (If applicable) Do you have a copy of your Third Party Site Agreement(s)? |

On Premises Meals

- | | |
|---|---|
| <input type="checkbox"/> Is your Food-Prep space clean? | <input type="checkbox"/> If you are using a freezer or fridge in this location, are you keeping it clean? Does it have a thermometer? Are you keeping a weekly temperature log? |
| <input type="checkbox"/> Do you have a physical meal tracker? | |



FOOD BANK
OF NORTHEAST GEORGIA

Inspection Readiness Checklist

USDA/TEFAP

- Do you have a Notice of Beneficiary Rights (if applicable)?
- Do you have the And Justice For All poster?
- Are you using the TEFAP Distribution Records?
- Are your TEFAP forms organized by date and distribution?
- Are your TEFAP forms fully completed?
- Are USDA foods separate from other program and non-program food in your Food Pantry, freezers, and refrigerators?
- Are shelves/units storing USDA foods labeled in your Food Pantry, refrigerators, and freezers?
- If you provide On Premises Meals, do you have a physical meal tracker recording all meals made with any amount of USDA food?

GNAP *(only applies to active distribution periods)*

- Do you have a copy of your GNAP MOU?
- Are your GNAP forms fully completed?
- If you provide On Premises Meals, do you have a physical meal tracker recording all meals made with any amount of GNAP food?
- Are GNAP foods separate from other program and non-program food in your Food Pantry, freezers, and refrigerators?
- Are shelves/units storing GNAP foods labeled in your Food Pantry, refrigerators, and freezers?

Senior Staples

- Do you have a copy of your Senior Staples Distributor Agreement?
- Are your Senior Staples forms organized and separate from other forms?



FOOD BANK OF NORTHEAST GEORGIA

Appendix B

1. TEFAP Eligibility Form
2. TEFAP Commodity Distribution Record
3. "And Justice For All" Flyer
4. Written Notice of Beneficiary Rights

The Emergency Food Assistance Program (TEFAP)
Household Eligibility Criteria Form

Distribution Date _____ **Distribution Site:**

Name: _____

Address _____

Phone Number _____

Number of people in household: _____

County: _____

This table shows monthly and weekly income for each family size. If your household income is at or below the income listed for the number of people in your household, you are eligible to receive food.

<u>Household size</u>	<u>Monthly income</u>	<u>Weekly income</u>
1	\$1,632	\$376
2	\$2,215	\$511
3	\$2,798	\$645
4	\$3,380	\$780
5	\$3,963	\$914
6	\$4,546	\$1,049
7	\$5,129	\$1,183
8	\$5,712	\$1,318
Each add'l member	add \$583	add \$ 135

I certify that my gross household income is **at or below the income** listed for the number of people in my household on this form. I certify that I live in the area served by The Emergency Food Assistance Program. This certification form is being completed in connection with the receipt of federal assistance.

_____ (Signature of Head of Household) _____ (Date)

Authorized Representative:

I hereby authorize _____
(Please Print)

to pick up food for my household.

_____ Signature of Head of Household _____ Date

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. This institution is an equal opportunity provider.

The Emergency Food Assistance Program (TEFAP)
Household Eligibility Criteria Form

Fecha de distribución _____ Lugar de distribución:

Nombre: _____

Dirección: _____

Número de personas en el Hogar _____

Condado _____

Número de teléfono: _____

Esta tabla indica los ingresos mensuales y semanales para cada tamaño de familia. Si los ingresos de su hogar equivalen o son inferiores a los ingresos enumerados para la cantidad de personas en su hogar, usted es elegible para recibir alimentos

<u>Tamaño del Hogar</u>	<u>Ingreso Mensual</u>	<u>Ingreso Semanal</u>
1	\$1,632	\$376
2	\$2,215	\$511
3	\$2,798	\$645
4	\$3,380	\$780
5	\$3,963	\$914
6	\$4,546	\$1,049
7	\$5,129	\$1,183
8	\$5,712	\$1,318
Cada miembro Adicional	Agregar \$583	Agregar \$ 135

Certifico que los ingresos brutos de mi hogar son equivalentes o inferiores a los ingresos enumerados para la cantidad de personas en mi hogar en este formulario. Certifico que vivo en un área que recibe servicios del Programa del Programa de Emergencia de Asistencia Alimentaria (TEPAF). Este formulario de certificación ha sido llenado en relación con la entrega de asistencia federal.

_____ (Firma del jefe del hogar) _____ (Fecha)

Representante autorizado:

Por el presente _____
 Autorizo a _____ (Nombre en letra imprenta)
 para recoger alimentos para mi hogar.

_____ Firma del jefe del hogar _____ Fecha

De acuerdo con la ley federal de derechos civiles y los reglamentos y políticas de derechos civiles del Departamento de Agricultura (USDA) de los EE. UU. (USDA), sus agencias, oficinas y empleados, e instituciones que participan en o administran programas del USDA tienen prohibido discriminar por motivos de raza, color, nacionalidad de origen, sexo, discapacidad, edad o en represalia o retaliación por actividades realizadas por los derechos civiles en algún programa o actividad que el USDA conduzca o financie. Las personas con discapacidades que requieren de medios alternativos de comunicación para obtener información sobre el programa (p. ej., Braille, letra grande, cintas de audio, Lenguaje de Signos Americano, etc.), deben comunicarse con la agencia (estatal o local) donde se hayan inscrito para obtener beneficios. Las personas que son ciegas o tienen dificultades auditivas o discapacidades del habla pueden comunicarse con el USDA a través del Servicio Federal de Transmisión al (800) 877-8339. Además, se puede poner a disposición la información sobre el programa en otros idiomas además del inglés. Para presentar un reclamo ante el programa por discriminación, llene el Formulario de reclamo por discriminación del programa del USDA , (AD-3027) , que se encuentra en línea en el sitio: http://www.ascr.usda.gov/complaint_filing_cust.html, y en cualquier oficina del USDA, o escriba una carta dirigida al USDA e incluya en la carta toda la información solicitada en el formulario. Para pedir una copia del formulario de reclamo, llame al (866) 632-9992. Envíe su formulario o carta llenados al USDA por (1) correo al: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; o (3) correo electrónico: program.intake@usda.gov. Esta institución es un proveedor que ofrece igualdad de oportunidades.

TEFAP Commodity Distribution Record

Distribution Site	Distribution Date _____
Distribution Site Address: _____	Distribution Time: _____
_____	Client Name _____ (Please Print)

Commodity Type / Code	Commodity Name	Units per Household		Commodity Type / Code	Commodity Name	Units per Household

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. This institution is an equal opportunity provider.

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Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

fax:

(833) 256-1665 or (202) 690-7442; or

email:

program.intake@usda.gov.

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La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieran medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en <https://www.usda.gov/sites/default/files/documents/ad-3027s.pdf>, en cualquier oficina del USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

correo postal:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; o'

fax:

(833) 256-1665 o' (202) 690-7442; o'

correo electrónico:

program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.

Written Notice of Beneficiary Rights for The Emergency Food Assistance Program (TEFAP)

TEFAP Written Notice of Beneficiary Rights

Name of Organization:

Because TEFAP is supported in whole or in part by financial assistance from the Federal Government, we are required to let you know that:

1. We may not discriminate against you on the basis of religion, a religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice;
2. We may not require you to attend or participate in any explicitly religious activities (including activities that involve overt religious content such as worship, religious instruction, or proselytization) that are offered by our organization, and any participation by you in such activities must be purely voluntary;
3. We must separate in time or location any privately funded explicitly religious activities (including activities that involve overt religious content such as worship, religious instruction, or proselytization) from activities supported with direct Federal financial assistance; and
4. You may report violations of these protections, including any denials of services or benefits by an organization, by contacting or filing a written complaint with the

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights Executive Director
Center for Civil Rights Enforcement
1400 Independence Avenue SW
Washington, DC 20250-9410, or by email to program.intake@usda.gov

5. If you would like to seek information about whether there are any other federally funded organizations that provide these kinds of services in your area, please contact USDA Hunger Hotline:

The USDA Hunger Hotline:

- **By Phone: 1-866-3-HUNGRY** or **1-877-8-HAMBRE** to speak with a representative from 7:00 AM – 10:00 PM Eastern Time.
- **By Text: 914-342-7744** with a question that may contain a keyword such as “food,” “summer,” “meals,” etc. to receive an automated response to resources located near an address and/or zip code.

This written notice must be given to you before you enroll in the program or receive services from the program, unless the nature of the service provided, or exigent circumstances make it impracticable to provide such notice before we provide the actual service. In such an instance, this notice must be given to you at the earliest available opportunity.