




The **Global
FoodBanking**
Network®

Client Service: How to Select, Onboard, and Manage Beneficiary Organizations



Agenda

1. Building a Network of Partner Agencies
 2. Beneficiary Institution Management
 3. Application, Policies/Protocols, Agreement
 4. Communications & Training
 5. Monitoring / Inspections
 6. Reporting
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Building a Network of Partner Agencies

Most Food Banks work to build a network of Partner Agencies (Beneficiaries) that share in the mission of the Food Bank – rather than serving the beneficiaries directly.

The Partner Agencies should be considered the food bank's primary allies in the delivery of services to the beneficiaries – an extension of the food bank's operations.

To become a beneficiary of a food bank, these agencies must:

Complete an **APPLICATION** for partnership

Receive initial **TRAINING** from the Food Bank

Agree to be **INSPECTED** by the Food Bank – both prior to accessing FB services and then periodically

REPORT statistical information to the Food Bank on a regular and ongoing basis



Beneficiary Institution Management

Building and managing your network of partner agencies is an essential ongoing part of operating a food bank – it is not just a task for when you are launching.

- Conduct regular (at least annual) compliance audits
- Document reports on audits and other major interaction
- Resolve issues quickly and train to overcome

INSPECTION /
MAINTENANCE

RECRUITMENT

ONBOARDING

MANAGEMENT

- Identify eligible organizations by program-type and geography
- Solicit partnership
 - Complete application
 - Conduct site visit & inspection
 - Sign Beneficiary Agreement
 - Provide training on food bank protocols & policies
- Provide ongoing product distribution
- Deliver additional services (education, nutrition training etc.)
- Collect service data

Application, Policies/Protocols, Agreement

These documents set the expectations for partnership and have the ability to grow a community.

Are you asking the right things?

Define if/how they will work with other NGO's for the shared mission

Commit to participate in monthly/quarterly Food Bank or community meetings with other beneficiaries

Complete specific training (Food Bank, Disaster Relief, Food Safety)

Agree to participate in at least 1-2 Advocacy or Food Bank Fundraising Events per year



Application, Policies/Protocols, Agreement



This is your opportunity to lay out your guidelines and where you can coalesce your beneficiaries into a network of service. It is recommended to document this in a Food Bank Policy & Procedure Manual.

What about:

- **Mission and/or Vision statement**
- **Strong leadership**
- **Staff and/or volunteers**
- **Technology**
- **Data Sharing / Reporting**
- **Resource Sharing**

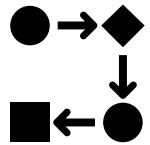
Communications

Key Components:



Application

- Contact details
- Program description – w/ relevant population demographics and units of service
- Days/hours of operation



Policies / Protocols

- Terms of Relationship
- Services provided by food bank
- How to access services



Agreement

- Commitment to FB requirements & auditing
- Commitment to proper use and non-discrimination
- Acceptance “as is” and commitment to inspection
- Commitment to data sharing and reporting

Communications & Training



Communications

- Newsletters
- Mass emails
- Website
- Survey
- Community Forum / councils / meetings
- Conferences and workshops
- Social Media



Training:

- Orientation (New & Ongoing)
- Food Safety & Sanitation
- Disaster Preparedness
- Volunteer Management
- Fundraising

Monitoring / Inspections

Key Questions You Need To Verify:

- Are they doing what they said they would do?
- Are they using the donated food for purposes intended?
- Are they storing, handling, and distributing food with safety in mind?
- Are they maintaining proper records?

In addition to compliance, you can use this time to:

- Increase communication
- Recognize their work
- Provide information on new procedures, actions, advocacy, etc.
- Identify areas of concern and create an action plan for improvement

Monitoring / Inspections

The Follow Up:

Dealing with Problems in the Relationship

- Assess the issue – Does it need immediate attention or simple follow-up?
- Discuss a work plan & timeframe to resolve any issues
- Hold agency to the work plan & timeframe

Termination of Partner Agency

- Document any severe issues to determine if the partnership should be discontinued
- Consider including steps for terminating a Partner Agency in your Policy and Procedure Manual or SOP

Reporting

Have your beneficiaries report the number of meals, households, and individuals they serve. This increases:

- Accountability
- Statistics for the Food Bank to use for fundraising
- Helps to determine need and gaps in service



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Thank you!

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