

POLICIES & PROCEDURES FOR AGENCY RELATIONS ISSUES

CATEGORY A – Blatant Abuse of the NHFB by a Member Agency

- Agency staff selling Food Bank products to individuals, or at flea markets or auctions, etc.
- Agency staff shopping at NHFB for their own personal, at home, use. It is acceptable for staff of on-site feeding programs to eat Food Bank food prepared in meals taken with clients.
- Agencies will not engage in **discrimination**, in the provision of service, against any person because of race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran.
- Agencies will not charge for meals and food. This would also include requesting donations at the distribution sites. All monetary donations received from clients must be voluntary and anonymous.
- Agency selling NHFB items to other agencies, or transferring/sharing product (without permission from the NH Food Bank) to other non-Food Bank organizations.
- Shopping for organizations that are not active members of the NHFB or shopping for any facility that is not a registered member of the NHFB. (For example, a food pantry or onsite feeding program starting a day care program and using Food Bank items in the day care before they are approved to do so.) Agencies that are not officially members can receive Food Bank items only in emergency or disaster situations by special permission of the Food Bank Executive Director or Designate.
- Using NHFB items for programs within an approved NHFB member agency that has been monitored and rejected by the NHFB or any Feeding America Food Bank. For example: a church may open a pantry and a soup kitchen; however, the Food Bank may approve only the pantry for membership. If the soup kitchen uses NHFB products procured by the pantry – that is considered blatant abuse.
- Agency misrepresenting itself and/or not having a valid 501(c)3 status. For example: individuals claiming to represent a church congregation or social service agency that in reality exists entirely or mostly of that one individual and a few associates. It is possible for an individual to get a 501(c)3 status and not have an operating program. Such an individual is not eligible for NHFB membership.
- No agency can actively pursue or solicit donations from a known donor of the NHFB. Donors can be found on the NHFB website under “Grant Recognition”.
- Any agency misrepresenting statistics pertaining to their clientele’s eligibility to receive food. There shall be no discrepancy between program records and Food Bank records, (in either amounts of food distributed or with the clients served) Food Bank receipts, agency application, or monitoring form.

THE NH FOOD BANK MUST BE NOTIFIED EITHER BY EMAIL OR MAIL AS TO ANY CHANGE IN LOCATION OF THE MEMBER AGENCY, CHANGE IN DIRECTOR OR SHOPPERS AS SOON AS THE SITUATION OCCURS. IF THERE IS A CHANGE IN LOCATION, THE AGENCY MAY NOT SHOP UNTIL THAT NEW SITE IS MONITORED.

Revision: 3
Date: 08 March 2022
Prepared by: J. Cheney
Form: PP004



CATEGORY B – Serious Abuse

- Church agencies refusing to serve clients unless they attend church services and/or donate to the organization or to work on or off grounds in order to receive food. Church food pantries cannot serve only their “regular church members” – they must be open to the entire community.
- Agency using NHFB food for programs not considered appropriate under IRS guidelines. For example: churches using Food Bank products for Sunday school, retreats, deacon’s meetings, church suppers, fundraising, etc.
- Agencies using Food Bank products for functions not involving their needy clients: i.e., board meetings, fundraising events, suppers.
- Agencies disregarding Food Bank restrictions on amount of product to be taken, or exceeding quantity limits.
- Agencies disregarding donor restrictions on a product allocated to your program by a grant donation. (Ex: food allocated to you as part of a children’s grant but is being used for senior citizens.)
- Dangerous food handling practices and serious health code violations. All food storage and prep areas must be kept clean and safe, and undergo an annual inspection from NHFB staff. Food must be distributed in its original packaging and kept in refrigerators and freezers that have been maintained at proper temperatures.
- Clients reselling NHFB products: While it is impossible for an agency to monitor all the actions of clients (especially with pantry programs), every effort should be made to give the Food Bank products only to responsible individuals. If clients from a particular agency are found to be reselling Food Bank items, the issue will be addressed with the director.
- Not adhering to 30 day credit policy on open accounts. If any agency persists in delinquent payments, their credit will be terminated and shopping privileges will be suspended.
- Agencies not completing their QSR’s (quarterly service reports) or their Fresh Rescue reports on time risk suspension of their shopping privileges.
- Agency shoppers are responsible for turning in their invoices to the person responsible for payment of invoices.
- If there is mixed storage for on-site items, pantry items, and staff’s personal food, or food is stored off-site at a location that is not inspected or approved by NHFB staff, the site will be inspected and action must be taken to rectify the situation.

If the NH Food Bank has good reason to suspect that an agency may be abusing the NHFB in any way, the Executive Director has the right to suspend or inactivate said agency.

If you have any questions pertaining to any of the above issues, please call Kristie Deneault, the Agency Relations Manager at 669-9725 ext. 1240, Monday through Friday from 8:00 am to 3:00 pm.

Revision: 3
Date: 08 March 2022
Prepared by: J. Cheney
Form: PP004