

Annual Partner Agency Meeting 2019

Food Bank of Northwest Louisiana

Agenda

- Welcome
- Agency Info
- Contract Up to date
- ServeSafe is current
- USDA Client Recertification
- Civil Rights Training Review
- USDA Food – All of it!
- OASIS – At point of distribution
- Pay your bill on line
- Partnership with Humana
- Food Bank Expansion



**Food Bank of
Northwest Louisiana**

MEMBER OF
**FEEDING
AMERICA**

Agency Information

- Please sign in today!
- Please fill out your site information sheet with any new contact information and return it **today**.
- Remember to inform the Food Bank of any changes of address, staff members, email addresses, hours of distribution, etc.

Agency Information

- Agreement is current
- ServeSafe is current
- If you are with a soup kitchen or residential facility, make sure you have your health inspection posted and available at the time of your review.

USDA Pantry Recertification Process

- Each client must have a new application on file with a 2019 proof of income and photo ID by June 30, 2019.
- Please cross check all income with the new federal income guidelines.
- Accepted Proof of Income are: Food Stamp Budget Sheet, SSI Statement, Social Security Statement, Retirement, paycheck stub, etc.

Civil Rights Training



- Make sure that you have the green “And Justice For All” poster hanging up at your agency during food distribution and/or food service.
- Contact Marleah at the Food Bank if you need a poster.

TEFAP and Civil Rights

- TEFAP: **T**he **E**mergency **F**ood **A**ssistance **P**rogram. TEFAP is a federal program designed to help low-income Americans by providing emergency food assistance at no cost.
- Civil Rights: the nonpolitical rights of a citizen; *especially*: the rights of personal liberty guaranteed to United States citizens by the 13th and 14th amendments to the Constitution and by acts of Congress.

Civil Rights Laws

The purpose of civil rights laws are to ensure equal treatment of all eligible participants and provide services with dignity and respect for all.

"In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of **race, color, national origin, sex, age, or disability.**"

Civil Rights Compliance

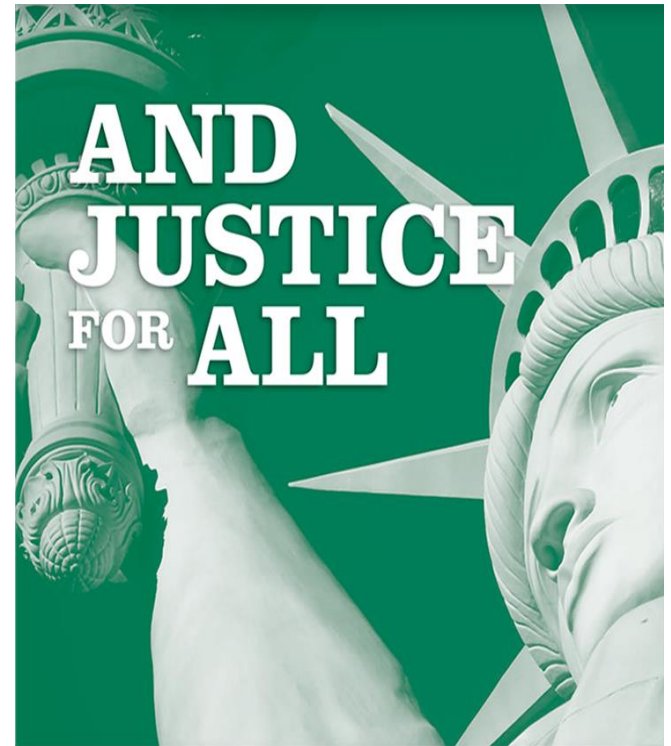
- Public Notification
- Training
- Compliance Reviews
- Civil Rights Complaints
- Reasonable Accommodation
- Religious Organizations

Public Notification

Inform eligible applicants of benefits and their rights through:

- Posted hours of food distribution
- “And Justice For All” poster
- Provide information in other languages and formats
- Nondiscrimination Statement

<http://www.fns.usda.gov/cr/and-justice-all-posters>



Nondiscrimination Statement

"In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer."

Or

"This institution is an equal opportunity provider."

Training

- Food banks provide annual training to agencies
- Agencies train volunteers and staff who distribute food
 - Staff/Volunteers should be able to:
 - Identify civil rights
 - Understand complaint procedures
 - Understand compliance
 - Identify reasonable accommodation

Compliance Review

- Food Banks, USDA, and Louisiana Department of Agriculture monitor compliance to civil rights policies. This includes:
 - “And Justice For All” poster
 - Review of USDA Applications
 - Facility Accessibility

Civil Rights Complaints

- Any person alleging discrimination in the provision of services because of race, color, national origin, age, sex, or disability has a right to file a complaint within 180 days of the alleged incident.
- Complaints can be recorded with the agency, the Food Bank, LDAF, and/or USDA. Civil rights complaints *must* be accepted.
- Documentation (Name, Contact Info, Basis for Claim, Date and Time of Incident, What happened, Witnesses).
- Immediately contact the Food Bank when a civil rights complaint is received.

Reasonable Accommodations

- Language: make sure people with limited English proficiency have accessibility to program
(www.fns.usda.gov/cr/LEP_entry.htm)
- Accessibility: Make reasonable efforts to accommodate recipients

Religious Organizations

- 2004 “Equal Opportunity for Religious Organizations” protects faith-based organizations:
 - Eligible on the same basis as any other eligible private organization – no discrimination for or against organization on basis of organization’s religious character or affiliation
 - Religious organization retain independence
 1. Retain religious art, icons, etc. in space
 2. Retain religious terms in name
 3. Select board members and govern on religious basis
 4. Include religious reference in mission, vision, etc

Religious Organizations

- Faith-based organizations MAY NOT discriminate against participants on the basis of religion.
- Faith-based organizations MAY NOT require participation in religious activities to receive services.
- Faith-based organizations MAY offer religious activities to participants if they are voluntary and separate in time and location from food distribution. Must be unrelated to food.

Civil Rights Compliance

USDA Civil Rights
QUESTIONS?

USDA TEFAP Commodities

Order USDA Commodities

- Create recipes for clients
(chick peas, split peas and lentils)
- Prepare foods for clients to try
- Learn the nutritional value of item
- Ordering more create space in the warehouse for other items.

Oasis Insight

- Please input your assistance records in Oasis Insight at the time of your distribution. Two month's delinquency in Oasis Assistance inputting will place your agency on hold and you will be sent an invoice.
- We are enforcing use of the program.

Pay your bill On-Line

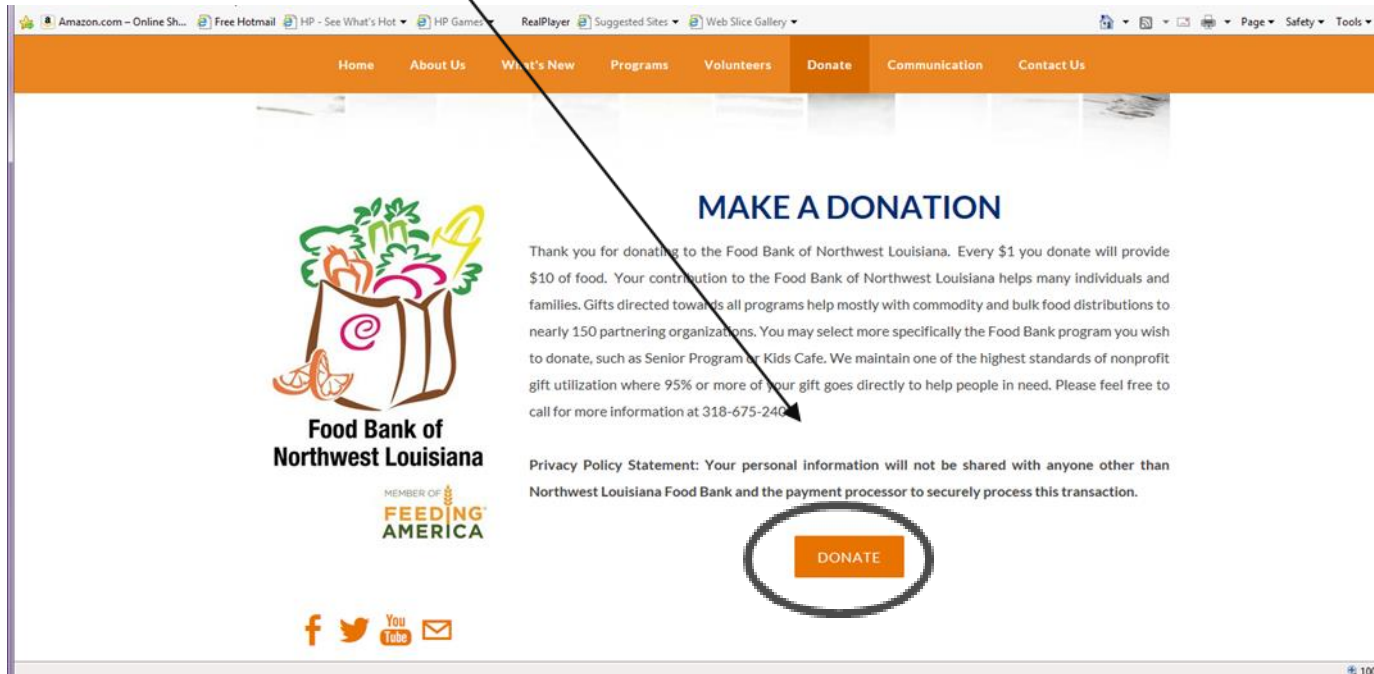
Food Bank website: www.foodbanknla.org

1. Select Donate on the Home Page

The screenshot shows the homepage of the Food Bank of Northwest Louisiana. The main banner features the text "together we can solve hunger." and "welcome to the Food Bank of Northwest Louisiana". Below the banner is a navigation menu with the following items: Home, About Us, What's New, Programs, Volunteers, Donate, Communication, and Contact Us. The "Donate" button is circled in blue, and an arrow points from it to the "together we can solve hunger." text. Below the navigation menu is a logo for the Food Bank of Northwest Louisiana, which consists of a stylized tree with a pink and green @ symbol in the center. To the right of the logo is the mission statement: "The mission of the Food Bank of Northwest Louisiana is to serve as the primary resource for fighting hunger in Northwest Louisiana. Our vision is to ultimately end hunger in Northwest Louisiana by ensuring consolidated network of effective food collection and distribution which will provide universal access to food for the needy in our communities". The page footer contains the URL "http://www.microsofttranslator.com/BV.aspx?ref=IE&Activity&a=https%3A%2F%2Fwww.foodbanknla.org%2F" and a "100%" zoom level indicator.

Pay your bill On-Line

2. Select **Donate** – Under Make A Donation



The screenshot shows a web browser window with several tabs open: Amazon.com, Free Hotmail, HP, HP Games, RealPlayer, Suggested Sites, and Web Slice Gallery. The website's navigation bar is orange and contains links for Home, About Us, What's New, Programs, Volunteers, Donate, Communication, and Contact Us. The main content area features a large illustration of a grocery bag overflowing with fresh produce like carrots, broccoli, and oranges. Below the illustration is the text "Food Bank of Northwest Louisiana" and the "MEMBER OF FEEDING AMERICA" logo. To the right of the illustration is the heading "MAKE A DONATION" followed by a paragraph of text: "Thank you for donating to the Food Bank of Northwest Louisiana. Every \$1 you donate will provide \$10 of food. Your contribution to the Food Bank of Northwest Louisiana helps many individuals and families. Gifts directed towards all programs help mostly with commodity and bulk food distributions to nearly 150 partnering organizations. You may select more specifically the Food Bank program you wish to donate, such as Senior Program or Kids Cafe. We maintain one of the highest standards of nonprofit gift utilization where 95% or more of your gift goes directly to help people in need. Please feel free to call for more information at 318-675-2400". Below this text is a "Privacy Policy Statement" and a prominent orange "DONATE" button circled in black. At the bottom left, there are social media icons for Facebook, Twitter, YouTube, and Email. The bottom right corner shows a 100% zoom level.

Pay your bill On-Line

Select **Agencies** under Choose a Fund
(pull down)

to donate, such as Senior Program or Kids Cafe. We maintain one of the highest standards of nonprofit gift utilization where 95% or more of your gift goes directly to food to help people in need. Please feel free to call us for more information at 318-675-2400.

It is your generosity that allows us to do what we do. Every bit helps, so thank you so much for your contribution. In order for you to make your online donation, simply fill out the form below.

For Honorarium or Memorial Donations, please email us a personal message so we can have your name and the name and address of the person for your honorarium or memorial. Email us at: info@foodbankla.org

Your Donation

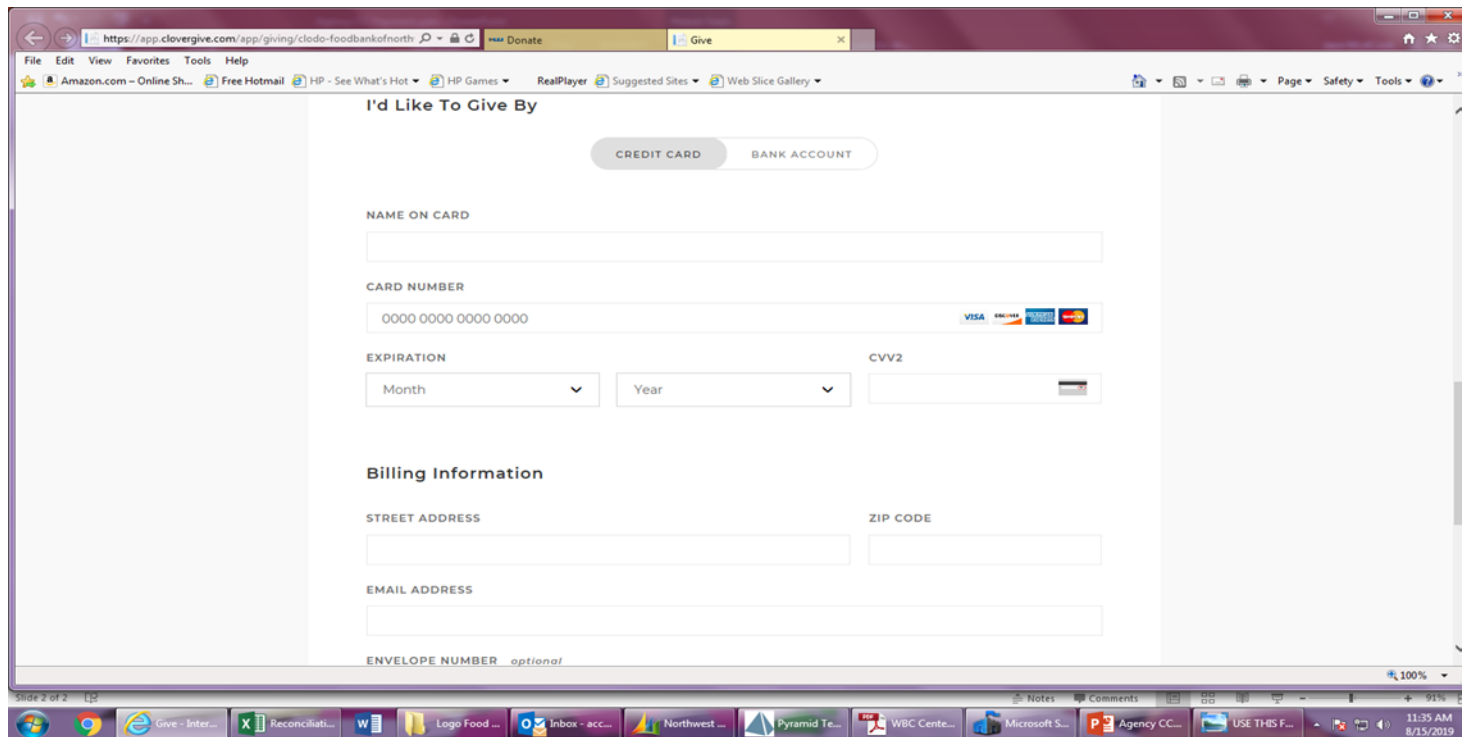
FUND	AMOUNT
<ul style="list-style-type: none">Choose a FundFood for All ProgramsBack Pack ProgramSenior Drop ProgramHonorarium or Memorial AgenciesDisaster ReliefEmpty Bowls	\$

Food Bank of Northwest Louisiana is a 501(c)3 organization. Your donation will be tax-deductible.

MAKE THIS GIFT RECURRING

Pay your bill On-Line

Enter all information and submit. Receipt will be emailed to address entered. If Agency name is not on card or in email please notify us of payment.



The screenshot shows a web browser window with the URL <https://app.dovorgive.com/app/giving/clodo-foodbankofnorth>. The page title is "Give" and the main heading is "I'd Like To Give By". There are two tabs: "CREDIT CARD" (selected) and "BANK ACCOUNT".

The form fields are as follows:

- NAME ON CARD:** A text input field.
- CARD NUMBER:** A text input field containing "0000 0000 0000 0000". To the right are logos for VISA, AMERICAN EXPRESS, DISCOVER, and MASTERCARD.
- EXPIRATION:** Two dropdown menus for "Month" and "Year".
- CVV2:** A text input field.
- Billing Information:**
 - STREET ADDRESS:** A text input field.
 - ZIP CODE:** A text input field.
 - EMAIL ADDRESS:** A text input field.
 - ENVELOPE NUMBER:** A text input field with the label "optional".

The browser's taskbar at the bottom shows various open applications including "Give - Inter...", "Reconciliati...", "Logo Food...", "Inbox - acc...", "Northwest...", "Pyramid Te...", "WBC Cente...", "Microsoft S...", "Agency CC...", and "USE THIS F...". The system clock shows 11:35 AM on 8/15/2019.

Humana Medicare Partnership

Only Humana representatives will be allowed to set up informational tables at your location.

Dates: September 2, 2019 to December 31, 2020

Your organization will receive \$100 credit for participating.

Fill out a card if you do NOT want to participate.

New Food Bank Facility

THIS IS
**GROUND
BREAKING**

Join us for a groundbreaking
ceremony at our new location.

SEPTEMBER 24, 2019

8525 WHITENER LANE AT 9:30 AM



**Food Bank of
Northwest Louisiana**

MEMBER OF
**FEEDING
AMERICA**

Reminders

- **Food Pantry not Food Bank**
- Agencies that pick up orders are responsible for having adequate help to load their order and have enough vehicle space to pick up your entire order.
- No partial pickups.
- If you are unable to pick up all your items, you will be responsible for reordering those items with your next order.

Reminders

- It is your responsibility to check your order to the invoice as you load or receive your order. Any discrepancies must be settled before you leave the Food Bank dock or the driver leaves your site.
- Be mindful of the case quantity when placing an order.

Reminders

- Contact Tonya Dean at 318.675.2400 ext. 110 if you would like her at your distribution to assist with SNAP benefits.
- Contact Gwen Day at 318.872.5337 if you would like her at your distribution to assist with SNAP benefits and nutrition education for DeSoto Parish
- Train the Trainer for SNAP

TAKE AWAYS FROM TODAY

1. Acknowledge the Food Bank as your source of Food
2. Recertify your Clients using 2019 income guidelines (USDA)
3. Post a **GREEN** And Justice for All Poster
4. Use Oasis Software at time of distribution
5. Pay your bill on-line at www.foodbanknla.org
6. Agree to partnering with Humana
7. Come to the Ground Breaking event on September 24 at 9:30am
8. Celebrate a job well done!

Thank you!

- Your partnership means so much to us. Thank you for helping families across Northwest Louisiana with food assistance!
- We appreciate you—we couldn't fight hunger without you!