



FEED THE CHILDREN PARTNER AGENCY POLICIES & GUIDELINES

CRITERIA FOR APPLICATION

- Provide 501(c)3 designation letter
- Provide Articles of Incorporation (for a church)
- List of Board Members and Key Staff
- EIN (Employer ID Number)
- Provide photos of storage (inside and outside)
- Provide documentation proving distributions to your community
- Fax completed application form to 405-949-5169 or email to agency.development@feedthechildren.org

APPLICATION PROCESS

- Complete application by answering all questions as best as possible
- Indicate N/A if the question does not apply to your agency but “None” if the question does apply but your agency does not have the requested items
- Please type or write as neatly as possible
- Provide any applicable material requested (such as brochures, fliers, news clippings)
- Remember to sign the Agency Acknowledgement form and the May Not Be Sold Document
- The completed application will be processed and an interview will be scheduled
- The application will be reviewed and if approved the agency will attend a mandatory Partner Agency Orientation conference call
- After attending orientation, agency will receive an approval letter with account information

FEED THE CHILDREN PARTNER AGENCY GUIDELINES

In order to meet and maintain partner agency status, all partner agencies must:

- Meet safe food storage and handling requirements (USDA Standards)
- Have a minimum of one year operating experience
- Have additional food sources; cannot rely exclusively on Feed The Children for food and non-food products
- Represent Feed The Children in a courteous and professional manner when acquiring donations from corporate donors
- Maintain accurate records
- Complete and return Donation Feedback Reports 30 days after receipt of the Certificate of Donation
- Provide a description of how individuals qualify to receive product, what methods are used to determine that recipients are in need
- **Notify Feed the Children, Inc. about any changes in contact information, staff changes, physical or storage address changes, program size, program activity, hours of operation, 501(c)3 status, etc. Changes must be provided to Agency Compliance in written form on the organization's letterhead and signed by the Executive Director**
- Ensure that all agency representatives comply with Feed the Children, Inc. guidelines for receiving product (*see Guidelines below*)
- Treat all Feed the Children, Inc. employees and donors in a courteous and professional manner
- Reasonably accommodate Feed the Children, Inc. personnel during site visits which will include review of supporting documentation

FEED THE CHILDREN PRODUCT GUIDELINES

General Guidelines

- Completion of application and approval does not guarantee agency will receive product
- All donations are provided in “as is” condition
- Agency must comply with the primary donor’s conditions/restrictions when accepting donation from Feed the Children
- Agency can share donation with other agencies if the volume is more than they can distribute themselves as long as they have properly vetted these agencies and keep documented records. The shared agency must then distribute to the end recipient. In such cases , your agency must:
 - Provide a list of agencies with whom you are sharing
 - Take ultimate responsibility for complying with donor’s conditions and Feed the Children policies regarding distribution of product and communicating expectations with the shared agency
 - List shared agencies on the Donation Feedback Report per donation

Guidelines for Product Storage

Product must be stored in a secure location, other than a residence, to which only members of your organization have access.

- Storage must comply with local, state, federal laws and ordinances concerning storage
- Storing product under carports or tarps is not acceptable
- Storing product in a public storage or “mini storage” is not acceptable
- Storing product in a residence in which people live is not acceptable
 - Product may be stored in a house as long as no one lives in the house and the house is part of the agency’s facilities

Guidelines for Product Distribution

Product must be given to individuals who are genuinely in need.

- Product may not be used for personal consumption by agency employees or volunteers
- Product may not be used for fundraising, church dinners, distribution to the general congregation of a church, or distribution to the general public
- Product also may not be used to attract interest in your organization or events
 - Examples of this include handing out product such as candy or chips with flyers to attend your church or using jewelry or cosmetics as prizes or in goody bags at fundraising events

Product must be given regardless of gender, race, or, or religious background.

- Agencies cannot require attendance at a religious service in order to receive product
- Agencies cannot require recipients to pray or be prayed for in order to receive product

Product must be given free of charge

- Agencies may not trade the product
- Agencies may not sell the product
 - This includes fundraising such as bake sales, raffles, garage sales, or thrift stores
- Agencies may not charge a fee for the product to the end recipient
 - This includes administration fees, maintenance fees, transportation fees, pallet fees, etc.

FEED THE CHILDREN GUIDELINE VIOLATIONS

Violations of any of the above guidelines are taken very seriously and will be addressed on a case by case basis. Feed the Children, Inc. investigates all reports of misuse of product. Feed the Children, Inc. reserves the right to approve or not approve your organization to receive donations and suspend or terminate agencies in violation of the above listed guidelines.

RECEIVING DONATIONS

The Rotational List for receiving product from the Distribution Center

Once accepted, agencies are placed on a warehouse rotational list. Each warehouse has its own list. Agencies are generally placed on the rotational list for the warehouse to which they are physically closest. New agencies are placed at the bottom of the rotational list and work their way to the top. Once an agency has reached the top of the list, they can receive product. Once an agency has received product, they go back to the bottom of the list. This ensures that all our agencies have an opportunity to receive product.

Consignment Coordinators

Once an agency reaches the top of the rotational list, the Consignment Coordinator for the warehouse will call and let the agency know what product is available in the warehouse. If the agency decides that it can use the product that is available, the warehouse Consignment Coordinator will create a shipment. The consignment coordinator will give the agency a shipment release number, and then the agency must schedule the pick up and pick up the shipment. Once the agency has its shipment release number the agency will need to contact the warehouse to schedule a pickup.

- Do not accept product unless it can be used and you have the storage space to maintain it.
- Once a shipment has been accepted, no changes will be made to it unless the agency wishes to decline certain products; however, if product is declined it will **not** be replaced or traded out with other product. The shipment will consist of the original shipment minus the product that was declined.
 - Excessively declining previously accepted product could affect your agency status
 - Exceptions to this would be if the product was **unknowingly** expired or damaged
- Be courteous to all Feed the Children, Inc. staff

Guidelines for Pickup at Feed the Children Distribution Centers

- Be on time! Numerous agencies receive product each day, being late makes everyone after you late
- Have adequate transportation!
- **No one except Feed the Children personnel are allowed beyond the volunteer area**
- Shipments will not be changed or adjusted once you are at the warehouse
 - Feed the Children, Inc. allots 1 hour for each agency to pickup. We do not have the time or the manpower to change shipments once you are at the warehouse
- Be courteous to all Feed the Children, Inc. staff

Required Feedback

- Each agency is required to complete and return a Donation Feedback Report for each donation within 30 days of receipt of the Certificate of Donation
- Some donors also require additional distribution reports for their product. Agencies will be informed of what exactly is required when product is accepted. These additional distribution reports must be returned at the same time as the Donation Feedback Report. Please return by either one of these ways:
 1. By email to agency.compliance@feedthechildren.org
 2. By fax to 405-945-4079
 3. By mail to:

Feed the Children, Inc.
Attention: Agency Compliance
PO Box 36
Oklahoma City, OK 73101-0036

- The GIK Department will send a confirmation letter for each shipment; if there are any discrepancies please note them on the letter and fax or mail it back.

RECEIVING PRODUCT THROUGH DONOR DIRECT DONATIONS

How It Works

Feed the Children is contacted by donors and offered product directly from the donor's local or off-site warehouse.

These "direct ship" donations are designated for direct consignment to a partner agency. An Agency Consignment Coordinator will consign the donation to an agency that meets the guidelines set forth by the donor. Some of the items that are considered, when determining which the agency contacted, are:

- Geographic Location of the agency
- Ability to accept quantity and type of product
- Transportation resources of agency
- Storage capacity of agency
- Reliability (timeliness, mission compatibility) of agency
- Ability to complete and return required paperwork on time verifying receipt of donation
- The understanding the donor can only be contacted to secure arrangements for the receipt of the donation and ***the donor cannot be solicited for future donations*** unless a previously disclosed relationship has been given to Feed the Children

The Agency Consignment Coordinator may contact agencies by telephone, email or fax. The selected agency is required to handle the donation according to the donor's terms. Agencies **may not** negotiate the terms of the donation such as dates times or type of transportation with the donor or the contract for the donor's warehouse/distribution center.

Scheduling

Once the agency has committed to the donation, the Agency Consignment Coordinator will fax or e-mail a Verification Form noting the following for scheduling an appointment for pickup:

- Product description
- Specific pickup dates, if required
- Warehouse address for pickup
- Contact name and telephone number for scheduling
- Estimated number of cases/pallets
- Estimated weight
- Release #
- Special Notes

The receiving agency is responsible for contacting the donor and scheduling the appointment.

Guidelines for Pickup of Direct Shipments

It is required that:

- The pickup is made per the donor's requirements
- The agency be on time for the appointment and receive the correct quantity
- The agency has adequate transportation
- The agency is aware of any CHEP pallets or pallet exchange policy, any refrigeration requirements, any manual loading requirements, etc. before picking up the donation

A pickup is considered successful when:

- The agency has returned the Verification Form in a timely manner noting all information about the donation (i.e., condition of product; the number of pallets; cases, and units; product description; release number; estimated weight and any additional comments)

UNDER NO CIRCUMSTANCE MAY AN AGENCY WHO HAS RECEIVED A DIRECT SHIP DONATION FROM A DONOR CONTACT THAT DONOR ON THEIR OWN FOR FURTHER DONATIONS. THIS IS CONSIDERED "BACKDOORING" AND WILL NOT BE TOLERATED.