



**MAUI FOOD BANK**  
*Helping the Hungry*

## ***PARTNER AGENCY PRE-APPLICATION PACKET***

Aloha Prospective Partner,

At Maui Food Bank, we believe that no one in our islands should go hungry. Every day, we provide food to our partner agencies across Maui County to serve our 'ohana in need, because well-fed communities are better for us all. We are excited that you are interested in joining us to feed the hungry in our community.

Enclosed is an application packet that will guide you through the steps necessary to become a partner agency. I encourage you to read through the first couple pages of the application packet carefully to help determine if your organization meets the requirements to become a member agency.

Once we receive your application along with your signed membership agreement, we will review them, then be in touch with you to discuss next steps. Please note that submitting an application does not guarantee that you will become a partner agency.

Please feel free to contact me with any questions that you may have. We look forward to working with you in the future.

Mahalo Nui,

*Charity Hartman*

Charity "Tita" Hartman

**Maui Food Bank | Agency Director**

760 Kolu Street, Wailuku, HI 96793

Tita@mauifoodbank.org

(808) 866-5096



# ABOUT MAUI FOOD BANK



## MISSION:

The mission of the Maui Food Bank is to help the hungry in Maui County by collecting and distributing food through community partnerships.

## WHO WE ARE:

The Maui Food Bank (MFB) was incorporated as a non-profit in 1994. MFB has continuously and consistently expanded food banking services for the residences of Maui County for 27 years. The MFB is the only nonprofit in Maui County that collects, warehouses and distributes mass quantities of perishable and nonperishable food items to those in need. We distribute over 3 million pounds of safe, nutritious food each year including 500,000 pounds of fresh produce.

## WHO WE HELP:

The Food Bank serves over 12,000 people a month who are food-insecure. Of those served 40% are children and youth. Working with over 130 partner agencies, the Food Bank distributes food to individuals, families, children, the working poor, seniors on fixed incomes, the homeless and anyone who is at risk of going hungry. This includes people in need living in the rural communities of **Hana, Molokai and Lanai**.

## HOW IT WORKS:

Food is collected on a daily basis from a variety of sources all over the island, including local farmers, retailers and grocers. Most of the food comes in through community donations and federal programs, and the rest is purchased at wholesale prices or less.

Then the food is distributed through a network of member agencies from community service organizations and faith based groups that utilize the Maui Food Bank each month. These agencies provide direct service to the needy by distributing food through pantries, soup kitchens, homeless shelters, homeless drop-in centers and mobile outreach programs. Non-profit agencies also supplement client needs such as providing snacks for youth programs and giving senior citizens the much needed food support they need on a regular basis.

## CRITERIA FOR MEMBERSHIP

- Organization is a 501(c)(3) non-profit organization or a church.
- Must not be a private foundation, even if it has a 501(c)(3) exemption.
- Maui Food Bank product will only be utilized as related to agency's purpose of serving the needy and will not be used within the agency to feed staff or volunteers.
- Partner Agency will be reviewed every 1-2 years.
- Facility includes secure and adequate physical storage/preparation/distribution space that is not located in a personal residence, and complies with MFB's safety and security standards.
- Agencies must maintain regularly scheduled days and hours of operations, including posting a sign at the distribution site with the information and informing MFB if these days/hours of operations change. This will ensure that MFB can keep this information updated on Aloha United Way's 211 hotline.
- Have staff/volunteers who are accountable for record keeping, inventory control, and a system for keeping track of individuals served.
- Have the ability and willingness to access and submit information on a monthly basis.
- Willing to adhere to food safety guidelines and to complete food safety training. Agencies must appoint a Food Safety Coordinator and provide MFB with the name, title, email address and phone number for that individual.
- Ensure clients receive food free of charge with absolutely no conditions implied or exchanged.
- Pass a site inspection prior to membership and allow for appropriate on-going monitoring by a Maui Food Bank representative.
- Provide sufficient funding sources to cover agency food expenses.
- Must support the Food Bank with a shared maintenance contribution fee for some categories, currently set at 19 cents per pound of food.
- Meal programs must be licensed by the State Department of Health as a food service establishment.

## **PRE-APPLICATION CHECKLIST**

Maui Food Bank partner agencies are 501(c)(3) non-profit organizations or churches that are incorporated for the purpose of serving the needy, provide direct service to the hungry, and do not redistribute product to any other entity. The pre-application checklist indicates our requirements. If you do not or cannot meet these requirements, you will not be considered a candidate for membership as a partner agency.

- Complete Maui Food Bank Agency Membership Application
- Sign Partner Agency Agreement
- Attach a copy of 501(c)(3) Determination Letter from the Internal Revenue Service. NOTE: If applying under the umbrella of a parent organization with a current 501(c)(3), submit a copy of IRS 501(c)(3) determination letter for parent organization and a letter from parent organization on their letterhead stating that applicant is in good standing, as per attached.
  - Churches may submit copy of IRS 501(c)(3) determination letter from denominational headquarters stating that the church applicant is a church in good standing in the denomination and has not been denied 501c3 status, and letter of confirmation on church letterhead, as per attached.
- Photocopy of state license to operate shelter (if applicable)
- Photocopy of State of Hawaii Food Handler card or certificate
- Photocopy of Food Establishment Permit and current Placard for meal programs
- Promotional materials for your agency and/or food distribution program (optional)

## **APPLICATION PROCESS**

The steps to becoming a member agency are as follows:

1. Non-profit submits application along with required documents.
2. MFB reviews application. Incomplete applications will be placed on hold.
3. MFB staff conducts a site visit to meet the non-profit's representatives, learn more about the food distribution program, and inspect location.
4. Agency Director and MFB Leadership will make the final decision on acceptance status.
5. Determination letter will be sent to applicant notifying of denial or acceptance.
6. All authorized shoppers will need to attend a warehouse orientation.

## MEMBERSHIP REQUIREMENTS

**Monthly Reporting:** Each agency is responsible for submitting a monthly agency report to MFB. Data collected through reports help MFB to evaluate its effectiveness in meeting the needs in the community and are necessary to meet requirements for Feeding America, and for funding. It is important that your agency submit its report by the 5th of the following month.

All data fields on the Monthly Agency Report must be filled in completely for accurate evaluation. Note: If your agency did not distribute food to anyone during any given month, you are still responsible to turn in a monthly report. You must indicate that zero clients were served on the report form for that month. If an agency report is not received on time, then the agency's shopping privileges are immediately suspended.

### **Trainings:**

Food Safety: We require at least one person-in-charge to obtain their Food Handlers certification, which is valid for 3 years.

Civil Rights training is required for all staff/volunteers involved with distribution of federal USDA commodities, (full or limited training) depending on the level of interaction with applicants and/or participants or handling of personal information. Non-compliance with training will revoke agency eligibility to participate in federal USDA food assistance programs: TEFAP, CSFP, and F2F.

## INAPPROPRIATE BEHAVIOR

1. If anyone is heard using unacceptable speech or engaging in unacceptable behavior on Maui Food Bank premises, that individual will be banned from entering Maui Food Bank premises for one month, effective immediately. Examples of inappropriate behavior include:
  - Verbal abuse, harassment, name calling, and/or swearing at other customers, MFB staff or volunteers
  - Physical abuse, violence, and/or aggression towards other customers, MFB staff or volunteers
  - Non-compliance with MFB procedures after repeated warnings
2. Maui Food Bank will provide written notice to the agency affiliated with the individual and specify the inappropriate behavior. The individual will be required to meet with an MFB representative regarding the incident.
3. A second violation will result in the entire agency being suspended from shopping at MFB for one month. A letter detailing the suspension will be sent to the director of that agency.
4. A third violation will result in the termination of the agency's membership with the Maui Food Bank.

*Sample Affiliation Letter from Sponsoring ABC Organization or Church  
Print on Organization Letterhead*

Maui Food Bank  
760 Kolu Street  
Wailuku, HI 96793

Date

Re: Letter of Affiliation

This letter is to affirm that **(Sponsoring ABC Organization/Church)** operates as a 501(c)(3) Non-profit organization and is the direct sponsor of **(XYZ Partner Agency/Applicant)**. **(XYZ Partner Agency)** is in good standing with our organization and their food program directly serves those in need.

**(Sponsoring ABC Organization/Church)** will be fiscally, pragmatically and legally responsible for oversight of **(XYZ Partner Agency)**.

Attached is a copy of our IRS/US Department of Treasury 501(c)(3) letter of determination.

Sincerely,

Jane / John Doe  
Sponsoring Agency Executive Director / Pastor etc.

**If the Sponsor is a Church:**

Attach a copy of IRS/US Department of Treasury 501(c)(3) letter of determination or a letter from denominational headquarters stating that the church applying for partnership is a church in good standing in the denomination and has not been denied 501(c)(3) status.

**OR:**

Letter of confirmation on church letterhead, as per example.