



## Become a Partner Agency FAQ

### Are there any Membership Fees?

- ✚ There are absolutely no membership fees, we want to make serving the community as easy and cost-effective as possible for our partners,

### Are we required to keep an excess number of records?

- ✚ Of course not! We ask for the minimum:
  - ✚ Monthly Report of how many individuals you served last month
  - ✚ Temperature charts to ensure food safety standards
  - ✚ Pest Control Services

### Do we have to change our procedures?

- ✚ We are not here to change your policies or procedures. You are welcome to track things how you want, have digital or physical files, give out how much food you want to, how often you would like to, and in whatever method works for you! This could be drive thru, walk-ins, or appointments.

### Are we allowed to provide religious services?

- ✚ Of course! We work with hundreds of churches and faith-based organizations across the state. As long as food services are not contingent on religious participation or spiritual agreement, you are welcome to practice your faith as you see fit.

### What are the requirements for families coming to pick up food?

- ✚ We do not require our agencies to collect information on clients or require ID, proof of income, proof of residence, etc. We only ask that you count how many people you serve.

### What if we are too far to pick up from the Community Food Bank every month?

- ✚ We understand that some of our partners are a bit of a distance away from us and may be a long drive sometimes. We only require agencies to order at least once every 6 months, so you don't have to come very often if you don't need to! Instead of coming frequently, you can place larger orders to last longer periods of time.

### Do we need any special vehicles or equipment for pick-ups?

- ✚ No, you do not! You can use just about any vehicle to pick up orders, as long as your order fits and the food is being transported safely! This includes covering and securing the food, and making sure cold items stay cold. Our current agencies use a variety of ways to pick up their orders, some use their pickup truck with a tarp to cover the food in route, some even rent a U-Haul for the day when they need it.

### Do we need freezers and fridges?

1000 Wilcox Avenue, Suite 100, Prichard, Alabama 35209 | Phone: 205.942.8911 | Fax: 205.942.8838 | [feedingal.org](http://feedingal.org)



you to choose from!

### What is USDA and do I want it?

- ✚ USDA is a government funded program that gives agencies more access to free food! Agencies then cannot require any sort of documentation from the people you serve, so people who need emergency food have access to it. The few additional requirements for USDA partners are monthly USDA inventory, TEFAP forms (client fills out once per year), and a few posters to be viewed by the public (like a Justice for All Poster). The Food Bank highly recommends becoming a USDA affiliated agency!

### How do I order food?

- ✚ Primarius Web Window is our amazing online ordering system! It allows you to shop for what kind of product you like, while also counting the pounds and cost at the same time. It also holds invoices, statements, and other important documents.

### What is a Cost Sharing/Shared Maintenance Fee?

- ✚ It is a small fee that allows us to pay for transport, storage, and refrigeration of that item! It is typically between \$0-\$0.19/lb.

Our Inventory	
USDA Food	Provided by the United States Department of Agriculture. These products include dry goods, fresh produce, frozen meat, and more!
Donations	Donated items make up most of our inventory; these come from manufacturers, retail stores, or community donations!
Purchased	These are items purchased by us to make our warehouse well rounded. Often, we get wholesale/bulk prices, which allows us to offer the product at the lowest possible price to our agency partners.
Top Off	Donated retail bakery, produce, and frozen meats. This is typically product we must move fast, so we top off orders with it. <i>All top off requests are based on request and availability.</i>