

# New Agency Partner Onboarding Training Presentation



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- Please mute your cell phone/mic
- Unmute mic when ready to speak and identify your name so we know who is speaking



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# Agency Relations Team

- Director of Agency Relations, Kim Bartenstein
- Agency Services Coordinator, Mine Thompson
- Agency Partner Network Manager, Naomi Save
- Agency Partner Network Coordinator, Bridget Langaman
- Community Programs Manager, Jared Kawatani
- Programs Data Entry Assistant, Hiroko Sasazawa
- Service Insights Coordinator, Kelly Ngo



# Hawai'i Foodbank's Mission Statement

Hawai'i Foodbank's mission is to nourish our 'ohana today while we work to end hunger tomorrow.







# Feeding America (FA) Network

- Feeding America is the leading hunger-relief organization in the United States, dedicated to combating domestic food insecurity. As the nation's largest nonprofit of its kind, it operates a vast network of over 200 food banks, providing nourishment to more than 46 million individuals each year through food pantries, soup kitchens, shelters, and other community-based agencies





# What does FA offer?

Provides us access to:

- National Donors
- Food Sources
- Grant Funding
- Purchasing at Lower Costs
- Other Resources

# Partnership Application Process



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# Partnership Application

- Agency Partner
  - Submit IRS 501(c)(3) Determination Letter & W9
- Program Partner
  - Submit Certificate of Good Standing, IRS EIN Confirmation Letter, & W-9
- Temporary Disaster Feeding Partner
  - Submit Certificate of Good Standing, IRS EIN Confirmation Letter, & W-9
- Review the Partnership Agreement
- Provide Current Food Safety Certification
- Provide Proof of Civil Rights Training





# Food Safety

- Designate a coordinator and provide us with their contact information
  - Changes or updates must be submitted to HFB within 10 days
- Food safety certification
  - At least one person per agency (who will need to be on property at the time of distribution)
- Food safety concerns
  - Take photos & contact the agency relations department
- Food recalls
- Periodic mock recalls
  - Agencies are required to respond to this email within 24 hours



# Monitoring

- At least annual monitoring
- Site visit or mystery shopper
- Funder audits

# Hawai'i Foodbank Programs



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# Agency Type

- Pantry
- Outreach
- Snacks
- Shelter
- Soup Kitchen
- Ohana Produce Plus





# Hawai'i Foodbank Programs

- Ohana Produce Plus Program
- Food 4 Keiki Programs
- Government Programs
- SNAP Assistance



# Ohana Produce Plus Program

- Partner agencies distribute 10 -20 pallets of fresh produce, assorted dry goods, and nonperishable items to underserved communities
- ~ 35 Ohana Agencies
- ~9-17 distributions per week
- ~ 51 distributions per month



# KŪPUNA PROGRAMS



**Commodity Supplemental Food Program (CSFP)** also known as the Senior Food Box works to improve the health of older adults by supplementing their diets with nutritious USDA Foods. Over **2,000** seniors on O'ahu & Kaua'i currently receive a box of shelf-stable foods each month from one of the 39 distribution sites located across O'ahu & Kaua'i. A total of **23,916** Senior Food Boxes were distributed last year. This program is provided in partnership with the State of Hawai'i and the Office of Community Services.

**Senior Farmers' Market Nutrition Program (SFMNP)** provides low-income seniors with access to locally-grown fruits, vegetables, honey and herbs. Program participants receive \$50 worth of vouchers to redeem at participating Farmers' Market vendors. More than **5,500** seniors on O'ahu & Kaua'i participated last year. This program is provided in partnership with the State of Hawai'i and the Office of Community Services.

**Kūpuna Fresh Program** was created to meet the critical need for older adults to access fresh, nutritious produce. Serving over **700** recipients across O'ahu and Kaua'i, the program provides locally sourced fruits and vegetables, helping ensure that kūpuna have consistent access to the healthy foods they need to support their well-being.



# Kūpuna Programs Team



Jennifer Schantz  
Director of Kūpuna Programs  
Phone: (808) 954-7868  
Email: [jennifer@hawaiifoodbank.org](mailto:jennifer@hawaiifoodbank.org)



Aubrey-Ann Kaneshiro  
Program Support Assistant  
Phone: (808) 954-7879  
Email: [aubrey-ann@hawaiifoodbank.org](mailto:aubrey-ann@hawaiifoodbank.org)

Interested in learning more about our kūpuna programs? Please contact Jennifer Schantz to explore partnership opportunities with Hawai'i Foodbank





# Food 4 Keiki Programs

There are 4 programs offered under Food 4 Keiki

- School Pantry (SP)
- Feeding Our Future (FOF)
- Summer Food Service Program (SFSP)
- Child and Adult Care Food Program (CACFP)



# School Pantry Distributions

- Hawai'i Foodbank provides food for the School Pantry, and then the school distributes the food to students and families in their school community.
- There are different models of food distribution that can be selected by the School Pantry based on their capacity and the needs of the community.

Snacks



Bags



Standard Pantry



Choice Pantry





# Feeding Our Future

- Nationally, 29 million kids receive free or reduced-price meals during the school year, but less than 3 million continue to receive meals during the summer.
- Hawai'i Foodbank partners with Sodexo Foundation and UH Manoa's Hale Aloha Café to providing free and nutritious meals to children at risk of hunger during the summer months.
- Programs pick up food at Hale Aloha Café and serve the students enrolled in their summer program.





## Summer Food Service Program

- Summer Food Service Program(SFSP) is a federal program run through the USDA.
- SFSP provides reimbursements for nutritious meals and snacks served to eligible children during the summer when school is out.

## Child and Adult Care Food Program

- The Child and Adult Care Food Program (CACFP) is a federal program run through the USDA.
- CACFP provides reimbursements for nutritious meals and snacks served to eligible children.
- Children and youth participating in afterschool programs in low-income areas can receive free evening meals and snacks.





# Keiki Program Team Contact Info

## O'ahu

- Keiki Programs Coordinator, Tricia Coloma
  - Email: [tricia@hawiifoodbank.org](mailto:tricia@hawiifoodbank.org)
  - Phone: (808) 954-7899
- Director of Keiki Nutrition, Laura Zysman
  - Email: [laura@hawaiiifoodbank.org](mailto:laura@hawaiiifoodbank.org)
  - Phone: 808-954-7885

## Kaua'i

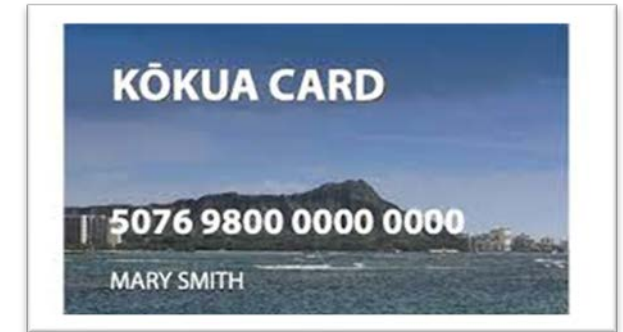
- Keiki Programs & Outreach Specialist, Heidi Padilla
  - Email: [heidi@hawaiiifoodbankkauai.org](mailto:heidi@hawaiiifoodbankkauai.org)
  - Phone: 808-482-2089

If you are interested in learning more about these programs, please contact Laura Zysman, director of keiki nutrition [laura@Hawai'ifoodbank.org](mailto:laura@Hawai'ifoodbank.org).



## How does SNAP work?

- Those who qualify receive benefits through EBT cards
- Households can use SNAP to buy food items such as fruits, vegetables, protein, dairy, rice, bread, cereals, snacks and even seeds and plants to grow their own food





# The Supplemental Nutrition Assistance Program (SNAP) Outreach Program

To help people apply for SNAP benefits, Hawai'i Foodbank offers:

- Pre-screening
- Application assistance
- Recertification assistance



# SNAP Outreach Team Contact Info

## O'ahu

- SNAP Outreach Coordinator, Sonomi Espinosa
  - Email: [sonomi@hawaiifoodbank.org](mailto:sonomi@hawaiifoodbank.org)
  - Phone: 808-265-1144
- SNAP Outreach Coordinator, Eva Tavares
  - Email: [eva@hawaiifoodbank.org](mailto:eva@hawaiifoodbank.org)
  - Phone: 808-265-4306
- SNAP Outreach Manager, Kirsten Yale
  - Email: [kirsten@hawaiifoodbank.org](mailto:kirsten@hawaiifoodbank.org)
  - Phone: 808-265-2250

## Kaua'i

- SNAP Outreach Coordinator
  - Email: [snap@hawaiifoodbankkauai.org](mailto:snap@hawaiifoodbankkauai.org)
  - Phone: 808-265-0684



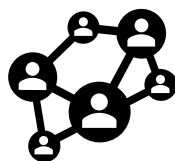


# Disaster Preparedness

Hawai'i Foodbank is **dedicated to serving our neighbors before, during, and after a disaster.** To ensure that our organization can support disaster feeding efforts, we have a designated staff member to help our organization grow in four key areas:



Ensuring our team has internal plans in place to respond to disaster



Supporting Agency Partner preparedness across our network



Engaging external partners in disaster planning efforts




Being a trusted voice in the community for disaster preparedness



# Agency Partner Preparedness

## Interested in getting more Disaster Prepared?

- Check out the disaster preparedness information we have available at:
  - [hawaiifoodbank.org/disaster-preparedness-hawaii](http://hawaiifoodbank.org/disaster-preparedness-hawaii) or
  - On our [Agency Portal](#) under Disaster Preparedness
- Ready to get more involved?
  - Email [disaster@hawaiifoodbank.org](mailto:disaster@hawaiifoodbank.org) to let us know you're interested.
  - Fill out [this survey](#) to give us an idea of what role you can play.

**HAWAI'I FOODBANK**  
**EMERGENCY FOOD SUPPLY TIPS**

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**EMERGENCY FOOD SUPPLIES:**

Hawai'i emergency managers recommend storing a 14-day emergency supply of food and water for each member of your 'ohana. That's a lot! While 14 days' worth of food is a good target, ANY extra food you can store is a great step towards being disaster prepared. Here are some tips to make it feel a little more achievable:

**Tips for Starting Your Emergency Food Kit:**

- Look for low-cost foods that are high in protein and calories.
- Stock up on shelf-stable items when they're on sale.
- Save extra seasoning packets from bentos or take-out.

**Disaster-Smart Choices:**

- Choose shelf stable foods you and your 'ohana normally eat.
- Stock foods that don't require cooking.
- Choose low-sodium options to reduce thirst.
- Single servings help to make sure opened food doesn't spoil.
- Consider all relevant health and safety needs.

**FOOD SAFETY:**

**To Keep Your 'Ohana Healthy and to Avoid Foodborne Illness, Do Not Consume Any Spoiled Foods. Throw Out:**

- All perishable foods (including meat, poultry, fish, eggs and leftovers) from the refrigerator when the power has been off for four hours or longer.
- All perishable foods in the freezer if they have thawed.
- Any food that has been in contact with flood water. This includes any canned foods with signs of damage such as holes, leakages and punctures.

Place foods on higher shelves to lessen the chance of them being contaminated by flood water.

**D-SNAP DISASTER RECOVERY:**

If you are impacted by a disaster for which FEMA has made a declaration of Individual Assistance, you may qualify for the Disaster Supplemental Nutrition Assistance Program, or D-SNAP. Contact Hawai'i Foodbank or one of its qualified agency partners to assist you in determining your eligibility and how to apply for benefits.

**Some of Our Favorites:**

- Peanut butter
- Shelf-stable tofu
- Canned tuna or salmon
- Low-sodium canned beans or lentils
- Instant oatmeal, ramen and rice





**What About Those "Best By" Dates?**

The "best by" date you often see indicates the quality of the food, not its edibility. Therefore, don't panic if you missed the "best by" date – you can still safely consume it after.

To help you get the most of your food items, check out the USDA FoodKeeper App (see link on next page).

FIND HELP / DONATE / VOLUNTEER  
**808-836-3600**

#NourishOurOhana #EndHunger  
**HAWAIIFOODBANK.ORG**



# Disaster Program Contact Info

Disaster Strategy Coordinator

Rachael Carrell

(808) 954 – 7889

[rachael@hawaiifoodbank.org](mailto:rachael@hawaiifoodbank.org)

Disaster Program

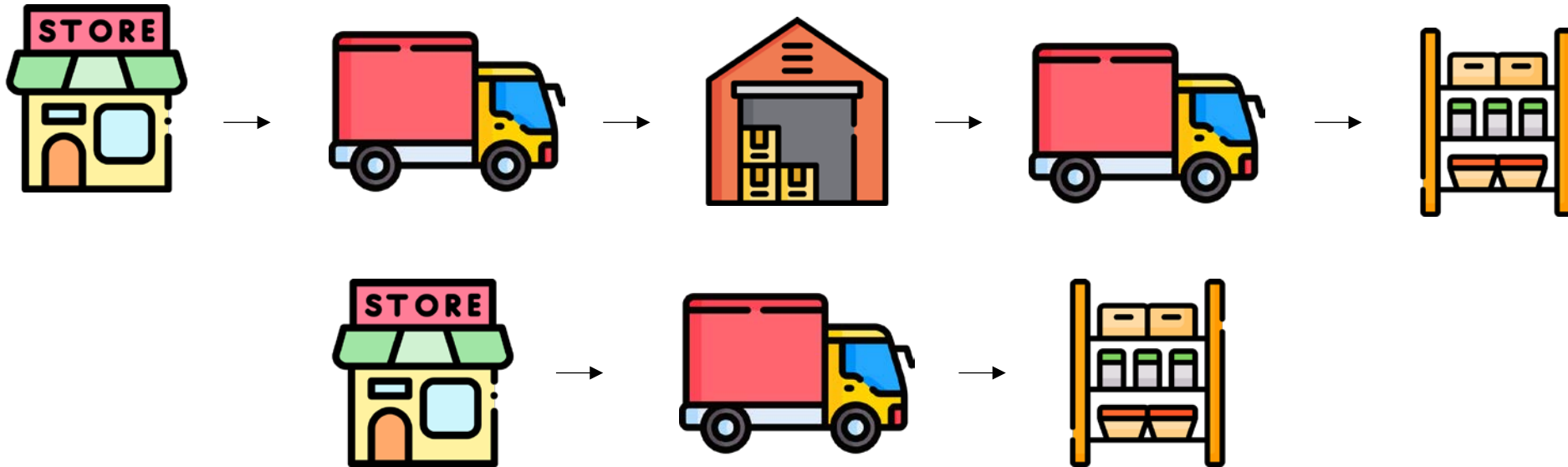
[disaster@hawaiifoodbank.org](mailto:disaster@hawaiifoodbank.org)





# Agency Enablement

- How does it work?







# FA Retail Agency Enablement Grant



- Pilot Program
  - 8 Agency Partners
- Onboarding Support



# Volunteer Support



- We can help with advertising opportunities
- <https://www.nonprofitready.org/>



# What info do we need?

## Sample

- **Contact Info:** Jared Kawatani, Community Programs Manager
  - **Email:** [jared@hawaiifoodbank.org](mailto:jared@hawaiifoodbank.org)
  - **Phone:** 808-954-7877
- **Location:** 2324 Omilo Ln., Honolulu, HI 96819
- **Shift Times:** 8:45 a.m. to 12:30 p.m.
- **Available Days:** The first, third, fourth and fifth Wednesdays of each month
- **Description:** Help pack and distribute food during a pantry and food distribution.
- **Requirements:** Volunteers will be required to stand, bend and lift throughout the duration of the shift. The minimum age to volunteer for this event is 18 years old.





# Volunteer Support Contact Info

## O'ahu

- Community Engagement & Volunteer Coordinator, Kimo Brown
  - Email: [volunteer@hawaiifoodbank.org](mailto:volunteer@hawaiifoodbank.org)
  - Phone: 808-954-7866

## Kaua'i

- Keiki Programs & Outreach Specialist, Heidi Padilla
  - Email: [volunteer@hawaiifoodbankkauai.org](mailto:volunteer@hawaiifoodbankkauai.org)
  - Phone: 808-482-2089



# Contracted Programs



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# Contracted Programs

1. Temporary Assistance for Needy Families (TANF)
2. The Emergency Food Assistance Program (TEFAP)



# Temporary Assistance for Needy Families (TANF)



- Partnership with Department of Human Services
- Provide TANF products for household consumption only to low-income families, with children under the age of 18, residing in the County of Honolulu or the County of Kauai, whose total gross income is no greater than 300% of the amount specified in the 2022 Federal Poverty Guidelines
- Separate reporting



# TANF Qualifications

- Household income cannot exceed 300% of the 2022 Federal Poverty Level.
  - Two person household – no more than \$5,265 monthly  
– no more than \$63,180.00 annually
- A family has at least 1 child under the age of 18 years old living in the household.
- One adult in the household must be a parent or relative of the child through blood or marriage.
- ALL members of the household must be a U.S. citizen or COFA – Compact of Free Association.





# TANF Distribution Log

Month / Year: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Agency #: \_\_\_\_\_

## TANF ELIGIBILITY LOG

### MONTHLY HOUSEHOLD INCOME GUIDELINES:

2 persons - \$5,265. 3 persons - \$6,623. 4 persons - \$7,980.  
5 persons - \$9,338. 6 persons - \$10,695. 7 persons - \$12,053.  
8 persons - \$13,410. 9 persons - \$14,768. 10 persons - \$16,125.  
11 persons - \$17,483. 12+ - \$1,357.5 monthly for each additional person.

### ANNUAL HOUSEHOLD INCOME GUIDELINES:

2 persons - \$63,180. 3 persons - \$79,470. 4 persons - \$95,760.  
5 persons - \$112,050. 6 persons - \$128,340. 7 persons - \$144,630.  
8 persons - \$160,920. 9 persons - \$177,210. 10 persons - \$193,500.  
11 persons - \$209,790. 12+ - \$16,290 yearly for each additional person.

### ELIGIBILITY GUIDELINES (TANF 2023)

*Household income cannot exceed 300% of the 2022 Federal Poverty Level.*  
A family has at least 1 child under the age of 18 years old living in the household.  
One adult in the household must be a parent or relative of the child through blood or marriage.  
ALL members of the household must be a U.S. citizen.

	CLIENT NAME	FAMILY			CLIENT INFORMATION		Staff/Volunteer Initial
		# of Adults	# of Children under 18	Client Relationship to Children (P)arent, (R)elative	Employed Y or N	Public Asst or Subsidy Y or N	
1							
2							
3							
4							
5							



# The Emergency Food Assistance Program (TEFAP)

- Partnership with Office of Community Services
- Helps to supplement the diets of low-income individuals or households, including elderly people, by providing them with emergency food and nutrition assistance at no cost
- ~110 participating agencies
  - ✓ *Semi-Annual Inventory is required*





# TEFAP Qualifications

- Are residents of the City and County of Honolulu;
- Are lawfully present in the United States, but need not be citizens of the United States; and
- Must not exceed 300% of the Poverty Level
  - One person household – no more than \$51,930.00
  - Two person household – no more than \$70,500.00 annually

# Civil Rights Training

All persons that are in contact with neighbors must be Civil Rights trained annually

Video: <https://youtu.be/a8PLJnJeERA>

Training Brochure (Trifold): [Civil Rights Training Brochure](#)

Training Log: [Civil Rights Training Log](#)



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# Hawai'i Foodbank Distribution Center



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# Partner Agency Expectations

- All partners, regardless of shopping/distribution activity, must submit a Monthly Agency Activity Report by the 5<sup>th</sup> of the following month
  - Failure to submit complete report on time will result in your account being placed on hold. An account on hold will not be able to receive any product until the account has been brought current
- All partners are required to follow all the rules set forth by HFB



# Shopping Orientation

- Scheduling appointments - must be done online
  - Appointments cannot be scheduled within 24 hours or more than one week in advance
  - Partner Agencies may only visit the distribution center once per day, with a max of two visits per week
  - Same day appointments are not allowed
- Parking – agency parking stalls are marked (stalls 11 – 21), you are allowed to use two (2) stalls during your appointment time
- ID Cards/Authorized Shoppers
  - An authorized shopper is someone your organization has appointed to sign the invoices
  - The authorized shopper will be issued a shopper ID card – see agency relations office
  - Helpers will need to be issued a paper badge – see agency partner services coordinator
  - Adding and removing authorized shoppers on the account needs to be done in writing (email is acceptable)
- Shopping List – when you come to pick up food the scalers will weigh you out and have you sign the shopping list (this is not your invoice. After you load your items in your vehicle, please return to sign your invoice (a copy will be given to you).
- Invoices - every time you receive food from Hawai'i Foodbank you should be signing an invoice and receiving a copy for your records
- Statements – statements are mailed monthly to the billing address provided in writing if there is a charge amount
- Payments – invoices/statements must be paid with an Agency check
  - HFB **does not** accept personal checks, credit card payments or cash



# Distribution Center Rules

- Follow all Distribution Floor/Shopping Rules posted
- Maximum of three shoppers per agency - one (1) shopper needs to be an authorized shopper
- Shoppers must wear closed-toe shoes (the top of the foot and the heel should be covered)
- Shoppers must be at least 16 years old
- Women over six (6) months pregnant are not allowed to shop
- Shoppers are allowed to use up to three (3) carts per agency
- Do not open case lot items – if you are unsure, please ask warehouse staff for assistance
- While in the chill area, all shoppers must wear gloves when touching exposed produce
- When taking refrigerated and frozen product you must bring a cooler, thermal blanket or refrigerated vehicle to ensure safe transport
- This is a working warehouse, please be aware of your surroundings at all times
- All product originating from HFB is to be used exclusively for the agency you represent and is **not** for sale or personal use



# Keeping Records

Agency Application	Food Safety	Civil Rights	Prepared Meals & Food Pantry	Ohana	TEFAP	TANF	CSFP
Agency Application (most current)	Card/Certification (most current)	(most current)	Agency Agreement (most current)	Ohana Agreement (most current)	TEFAP Agreement (most current)	TANF Agreement (most current)	CSFP Agreement (most current)
Agency Agreement	Food Establishment Permit		Monthly Reports	Monthly Reports	Monthly Reports	Monthly Reports	Monthly Reports
501 (c) (3) Determination Letter	Placard	Sign-in	Sign-in	Sign-in	Sign-in	Sign-in	Sign-in

All files must be kept for 3 years – Notice will be sent out when files can be destroyed. Scanned copies of these items are allowed.

# Monthly Reporting



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# Neighbor Connector

- Neighbor Intake Tool/Database (Website)
- Focused on gathering data on households during the initial visit
- Complete returning intake in seconds
- Connect neighbors with additional resources/services

**Intake**

Name  Search

Visit Date

**Today's Activities**

Total Households Served (unduplicated)	New Households Served (unduplicated)	Total Individuals Served (unduplicated)	New Individuals Served (unduplicated)
25 households	9 households	115 individuals	45 individuals

Age groups served	# of individuals (unduplicated)
Children (0-17 yrs.)	55
Adults (18-59 yrs.)	59
Seniors (60+ yrs.)	1





# Help us better serve you.

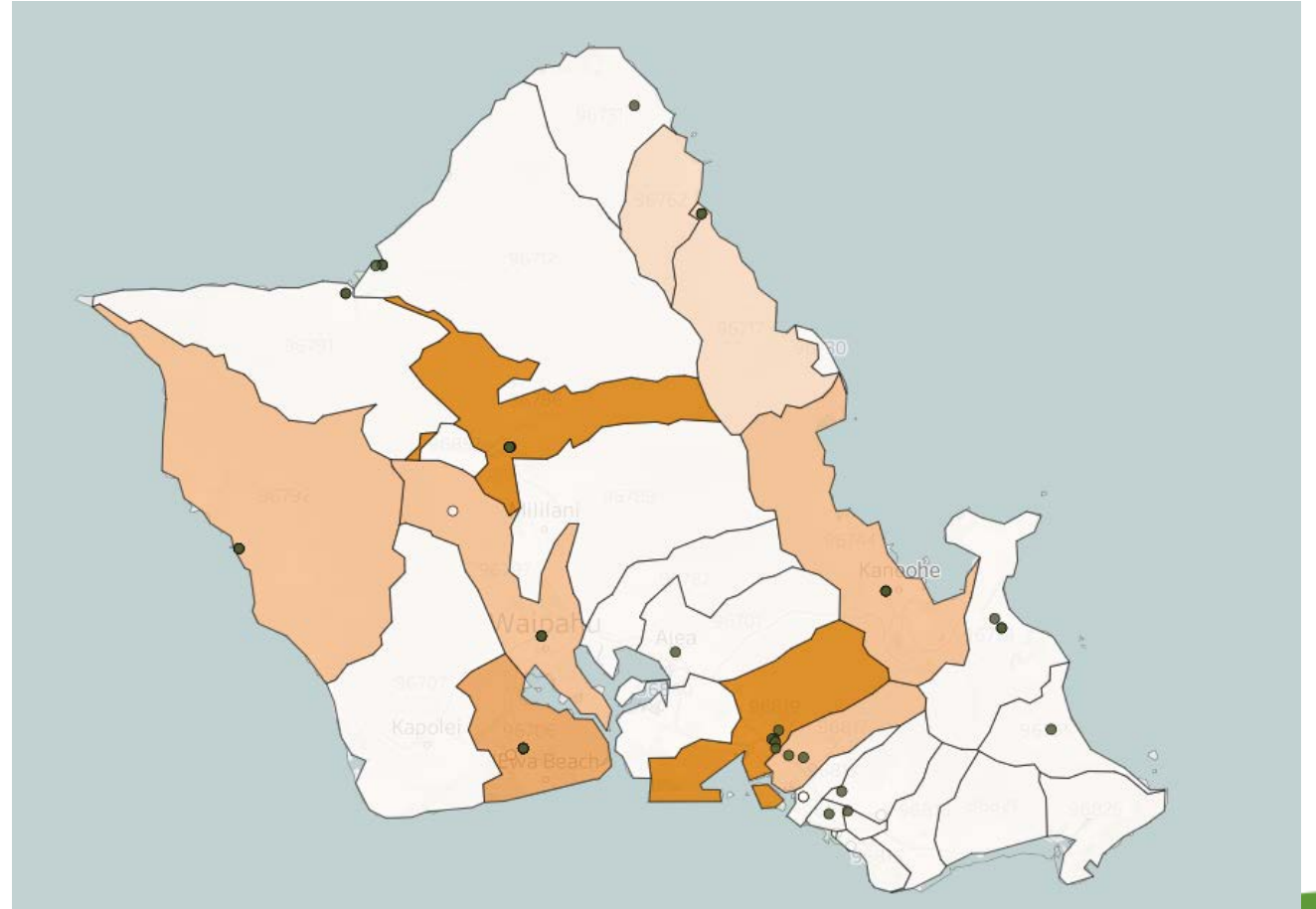


- Neighbor Centered Approach
- Onboarding Support
- Technical Support
- Technology Support



# January 2025 Snapshot (FY25 YTD)

- 18 Active Agency Partners
- 41 Active Program Locations
- 16,261 Unique Individuals Served
- 6,696 Unique Households Served
- 3.82 Average Visit Per Household







# Questions?

Together, we can work to ensure no one in our Hawai'i 'ohana goes hungry.







# Agency Relations Team Contact Info

- Director of Agency Relations, Kim Bartenstein
  - Email: [kim@hawaiifoodbank.org](mailto:kim@hawaiifoodbank.org)
  - Phone: 808-954-7870
- Agency Services Coordinator, Mine Thompson
  - Email: [mine@hawaiifoodbank.org](mailto:mine@hawaiifoodbank.org)
  - Phone: 808-954-7863



# Agency Relations Team Contact Info (cont.)

- Agency Partner Network Manager, Naomi Save
  - Email: [naomi@hawaiifoodbank.org](mailto:naomi@hawaiifoodbank.org)
  - Phone: 808-954-7864
- Agency Partner Network Coordinator, Bridget Langaman
  - Email: [bridget@hawaiifoodbank.org](mailto:bridget@hawaiifoodbank.org)
  - Phone: 808-954-7882



# Agency Relations Team Contact Info (cont.)

- Community Programs Manager, Jared Kawatani
  - Email: [jared@hawaiifoodbank.org](mailto:jared@hawaiifoodbank.org)
  - Phone: 808-954-7877
- Programs Data Entry Assistant, Hiroko Sasazawa
  - Email: [hiroko@hawaiifoodbank.org](mailto:hiroko@hawaiifoodbank.org)
  - Phone: 808-954-7867
- Service Insights Coordinator, Kelly Ngo
  - Email: [kelly@hawaiifoodbank.org](mailto:kelly@hawaiifoodbank.org)
  - Phone: 808-954-7876



# Agency Relations Department Emails

- Monthly Reports
  - [monthlyreports@hawaiifoodbank.org](mailto:monthlyreports@hawaiifoodbank.org)
- Agency Relations
  - [agencyrelations@hawaiifoodbank.org](mailto:agencyrelations@hawaiifoodbank.org)
- Invoicing
  - [invoicing@hawaiifoodbank.org](mailto:invoicing@hawaiifoodbank.org)

**Mahalo**

Thank you for your hearts and  
your commitment to serve.



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