

Agency Partner Onboarding Training

Updated 3/5/2026



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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 REALTIONS TEAM O'AHU



Kim Bartenstein

Director of Agency Relations



Naomi Save

Agency Partner Network Manager



Kelly Ngo

Service Insights
Coordinator



Anusaga Maulolo

Agency Partner Services
Coordinator



Hiroko Sasazawa

Programs Data Entry
Assistant



Mine Thompson

Community & Agency
Relations Specialist



Bridget Langaman

Agency Partner Network
Coordinator

AGENCY RELATIONS TEAM KAUA'I



Wes Perreira
Kaua'i Director



Tisha Remigio
Kaua'i Assistant Director



Heidi Padilla
Agency Relations Manager



MISSION AND VISION

We nourish our 'ohana today and work to end hunger tomorrow.

At Hawai'i Foodbank, we believe that consistent, equitable access to safe and healthy food is a fundamental human right.

We also believe that food is more than a basic need. It connects us to family, celebrates our island cultures, and is essential to thriving communities.

We envision a future where all in Hawai'i have access to safe, nutritious, and sufficient food all year round.

We fulfill our mission with integrity, humanity, and aloha.

Feeding America (FA) Network

Feeding America is a nationwide network of food banks.

Provides Hawai'i Foodbank Access to:

- National Donors
- Food Sources
- Grant Funding
- Purchasing at Lower Costs
- Unique Partnerships with Sister Food Banks
- Other Resources



CULTIVATE STRONG PARTNERSHIPS



Our work is only possible because of the **network of agency partners and affiliate food banks** across the State who work in partnership with us.

We are committed to being a **collaborative partner** across our broad networks, better supporting our partners and affiliates, and engaging in **collective food security efforts**.

ADVANCE NUTRITION AND HEALTH

Hunger and health are deeply connected, and the Foodbank is **committed to being the healthy option** for those experiencing food insecurity.

We are increasing healthy food options, **investing in local agriculture and culturally relevant foods**, and expanding learning opportunities around nutrition for those we serve.

LEAD IN DISASTER RESPONSE

The Foodbank is a **proactive leader** in disaster preparedness and response.

We are investing in our own capacity with a **focus on preparedness** across our organization and network, and **strengthening our partnerships** with government agencies and first responders.



A man in a green t-shirt is kneeling in a field, harvesting bright green lettuce. He is looking down at the plants. In the background, another person wearing a hat is also working in the field. The scene is set in a lush, green agricultural area.

NEW WAYS TO COMBAT HUNGER

We envision a future where no one in Hawai'i goes hungry.

To do this, we are broadening our approach to address the **root causes of hunger**, focusing on **equitable access**, filling gaps in service, and advocating for economic and financial supports that help people **access healthy foods**.

Partnership Compliance



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ANNUAL MONITORING

OUR APPROACH IS COMPLIANCE THROUGH EDUCATION

WHAT'S COVERED?

- Updating contact & operations information
- Pest control
- Proper Storage for Dry, Refrigerated, & Frozen Products
- Kitchen Compliance
- Restricted program food compliance
- Food Safety
- Partnership Compliance
- Open discussion on what's going well and what's not going well



FOOD SAFETY - CERTIFICATION

REQUIRED CERTIFICATIONS

FOOD HANDLER/SERVSAFE FOOD HANDLER FOR FOOD BANKING CERTIFICATION (VALID FOR THREE YEARS)

- At least one person per agency (who will need to be on property at the time of distribution).

FOOD PROTECTION MANAGER CERTIFICATION (VALID FOR FIVE YEARS)

- Kitchens operated by partners who prepare food must be under the direct supervision of a staff member or volunteer with this level of food safety training.





FOOD SAFETY - CULTURE

CULTURE OF FOOD SAFETY

REPORTING FOOD SAFETY CONCERNS

- Take photos & email details to agencyrelations@hawaiifoodbank.org
- Food Safety vs Food Quality Issues

FOOD RECALLS & MOCK RECALLS

- Agencies are required to respond to this email within 24 hours
- Mock recalls happen twice a year



CIVIL RIGHTS TRAINING

WHO SHOULD RECEIVE TRAINING?

All persons that are in contact with neighbors must be civil rights trained annually

Staff and volunteers interacting with neighbors or personal information, and those supervising that activity

- [Civil Rights Training Video](#)

Staff and volunteers who do not handle personal information and who may infrequently interact with neighbors

- [Civil Rights Training Brochure](#)



RECORD KEEPING

WHAT DO I NEED TO KEEP AND FOR HOW LONG?

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.

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

Distribution Types & Incorporating Choice



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DISTRIBUTION TYPE

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





DISTRIBUTION TYPES

FOOD PANTRY

- A distribution point, often located in a community setting like a church or school, where households receive primarily shelf stable groceries.

OUTREACH

- A food distribution where partners meet neighbors where they are at in order to provide them with primarily shelf stable groceries.

SNACKS

- Provided to individuals to address their immediate hunger.

SHELTER

- Operated similar to a food pantry, agencies stock the pantry for individuals living in a shelter.



DISTRIBUTION TYPES

SOUP KITCHEN

- A distribution point, that provides prepared meals to people.

OHANA PRODUCE PLUS

- Partners receive 10+ pallets of food to distribute to 100+ households within a three hour period.
- Assortment of produce, dry good, and perishable items
- 35 partners and over 50 distribution per month.

INCORPERATING CHOICE

HOW YOU DISTRIBUTE MATTERS!

FIND WAYS TO INCORPERATE CHOICE TO ALLOW FOR:

- Dignity
- Empowering Experience
- Dietary & Culturally Relevant Foods
- Get to Know Your Neighbors
- Reduce Time Spent Packing





TYPES OF CHOICE

NO CHOICE

- “Traditional” food pantry model. Bags or boxes are packed, everyone receives the same items.

LIMITED CHOICE

- Choice between two types of boxes or prepacked bags and then the choice of a few items.

MODIFIED CHOICE

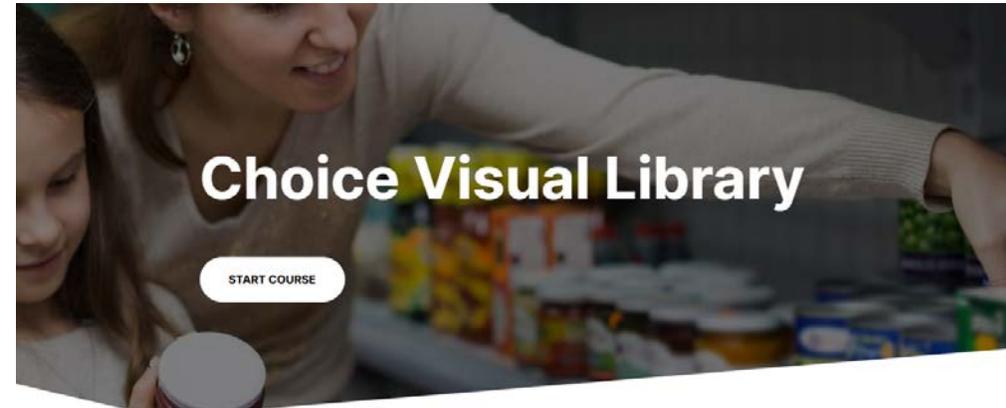
- Neighbors can choose from a menu OR neighbors tell volunteers what they want and the volunteers select and bag the food.

FULL CHOICE

- Food distribution designed like a mini supermarket. Neighbors touch and select their own food OR can order online like a grocery store.

CHOICE DISTRIBUTION

- Website Link: [Choice Visual Library](#)
- Password: Choice



To learn more about Choice and view the library, select "**Start Course**" at the top of the page.

The Choice Visual Library is a collection of visual examples of choice distribution models submitted by Network Food Banks and their partners. This resource was created to support network members working to increase the amount of Choice offered to families with children.

More resources related to increasing the amount of Choice offered to families

Additional Foods to Stock Your Shelves

Contracted Programs



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CONTRACT PROGRAMS

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

THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

WHAT IS TEFAP?

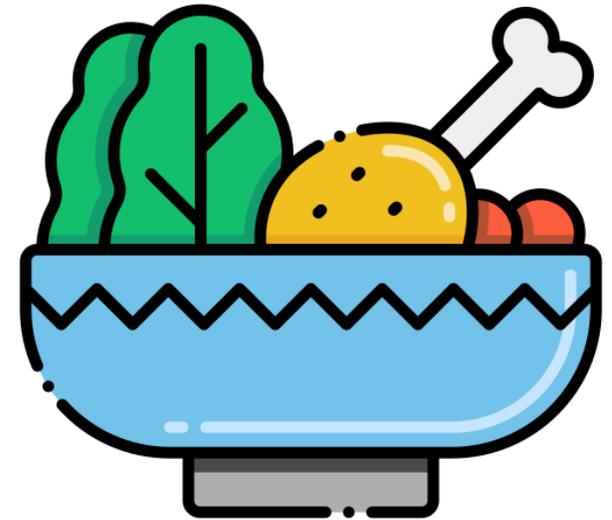
- Partnership with Office of Community Services
- Helps to supplement the diets of low-income individuals or households, including elderly people, by providing them with emergency food and nutrition assistance at no cost
- ~110 participating agencies
- Semi-Annual Inventory is required



THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

WHO QUALIFIES FOR TEFAP?

- Resident of C&C of Honolulu
- 300% of the 2025 Federal Poverty Level (FPL)
- 1 person = \$53,970
- 2 person = \$72,960
- Additional person = +\$18,990



TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

WHAT IS 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 is required





TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

WHO QUALIFIES FOR TANF?

- 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.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

Month / Year: _____

Agency Name: _____

Agency #: _____

TANF ELIGIBILITY LOG

<p>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.</p>	<p>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.</p>	<p>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.</p>
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	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	
1						
2						
3						
4						
5						

Our Programs & Support



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KŪPUNA PROGRAMS

COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP) AKA SENIOR FOOD BOX

- A monthly shelf-stable box of food and a block of cheese.

SENIOR FARMERS' MARKET NUTRITION PROGRAM (SFMNP)

- \$50 worth of vouchers to redeem with participating farmers' market vendors.

KŪPUNA FRESH PROGRAM

- Expands the Senior box to include fresh produce at select location as funding becomes available.



KŪPUNA PROGRAMS TEAM



Jennifer Schantz

Director of Kūpuna Programs

Phone: (808) 954-7868

Email: jennifer@hawaiifoodbank.org



Aubrey-Ann Kaneshiro

Kūpuna Programs Coordinator

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Heidi Padilla

Agency Relations Manager

Work: 808-482-2087

Email: heidi@hawaiifoodbankkauai.org

Interested in learning more about our kūpuna programs? Please contact Jennifer on o‘ahu or Heidi on kua‘i to explore partnership opportunities with Hawai‘i Foodbank

KEIKI PROGRAMS



FOOD 4 KEIKI - SCHOOL YEAR

SCHOOL PANTRY

- 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.

CHILD AND ADULT CARE FOOD PROGRAM (CACFP)

- Provides free snacks and evening meals to eligible keiki.

KEIKI PROGRAMS

FOOD 4 KEIKI - SUMMER TIME

FEEDING OUR FUTURE

- 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.

SUMMER FOOD SERVICE PROGRAM (SFSP) AKA KAUKAU 4 KEIKI

- Neighbors can choose from a menu OR neighbors tell volunteers what they want and the volunteers select and bag the food.



KEIKI PROGRAMS TEAM



Laura Zyzman

Director of Keiki Nutrition

Phone: (808) 954-7885

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Tricia Coloma

Keiki Programs Coordinator

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Email: tricia@hawaiifoodbank.org



Heidi Padilla

Agency Relations Manager

Phone: (808) 482-2089

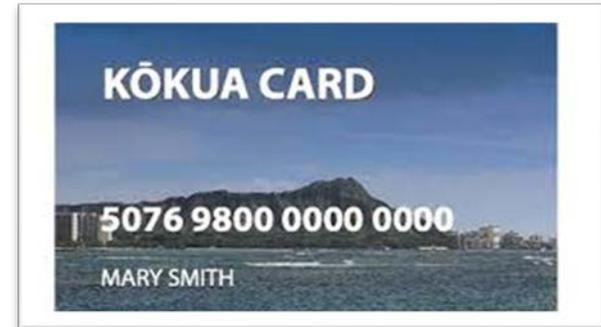
Email: heidi@hawaiifoodbankkauai.org

Interested in learning more about our keiki programs? Please contact Laura on o'ahu or Heidi on kua'i to explore partnership opportunities with Hawai'i Foodbank

SNAP OUTREACH

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



SNAP OUTREACH

TO HELP PEOPLE APPLY FOR SNAP BENEFITS, HAWAI'I FOODBANK OFFERS:

- Pre-screening
- Application assistance
- Recertification assistance



SNAP OUTREACH TEAM O'AHU



Jared Kawatani

Health & Nutrition Access Manager

Phone: (808) 265-2250

Email: jared@hawaiifoodbank.org



Sonomi Espinosa

SNAP Outreach Coordinator

Phone: (808) 265-1144

Email: sonomi@hawaiifoodbank.org



Eva Tavares

SNAP Outreach Coordinator

Phone: (808) 265-2250

Email: eva@hawaiifoodbank.org

Interested in learning more about our SNAP Outreach program? Please contact Jared on o'ahu or Irwin on kaua'i to explore partnership opportunities with Hawai'i Foodbank.



SNAP OUTREACH TEAM KAUA'I



Irwin Bissara

SNAP Outreach Coordinator

Phone: (808) 482-2224

Email: irwin@hawaiifoodbankkauai.org

Interested in learning more about our SNAP Outreach program? Please contact Jared on o'ahu or Irwin on kaua'i to explore partnership opportunities with Hawai'i Foodbank.

DISASTER PREPARDNESS

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 or
 - On our [Agency Portal](#) under Disaster Preparedness
- Ready to get more involved?
 - Email 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

EMERGENCY FOOD SUPPLIES:
Hawaii's 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 Hawaii 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



Adah Hatfield

Emergency Management Specialist

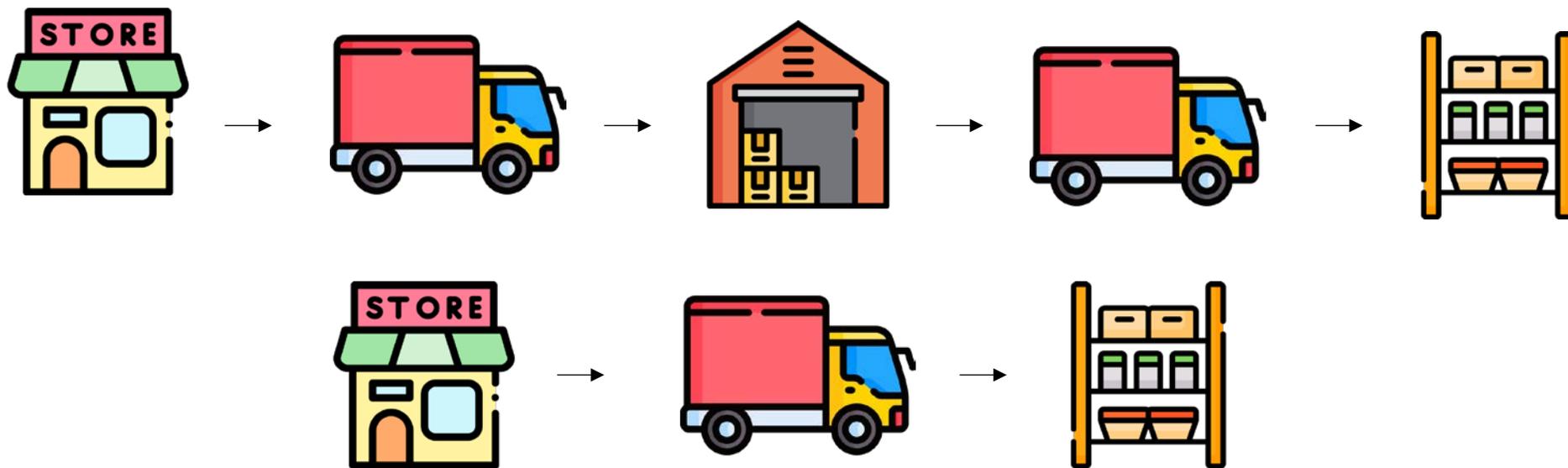
Phone: (808) 954-7852

Email: disaster@hawaiifoodbank.org

Interested in learning more about our disaster program? Please contact Adah to explore partnership opportunities with Hawai'i Foodbank

AGENCY ENABLEMENT PROGRAM

HOW DOES IT WORK?



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
 - **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



Kimo Brown

Community Engagement & Volunteer Coordinator

Phone: (808) 954-7866

Email: volunteer@hawaiifoodbank.org



Heidi Padilla

Agency Relations Manager

Phone: (808) 482-2089

Email: volunteer@hawaiifoodbankkauai.org

Interested in learning more about volunteer support? Please contact Kimo on Oah‘u and Heidi on Kaua‘i.

Monthly Reporting



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NEIGHBOR CONNECTOR

WHAT IS NEIGHBOR CONNECTOR?

- Neighbor Intake Tool/Database (Website)
- No Monthly Reports. Just log your neighbors' visit
- Complete returning intake in seconds
- Connect neighbors with additional resources/services

The screenshot displays the 'Intake' interface of the Neighbor Connector website. At the top, there is a search bar with a dropdown menu labeled 'Name' and a search icon. Below the search bar, there is a 'Visit Date' field with a calendar icon, currently set to '12/9/2022'. The main content area is titled 'Today's Activities' and contains two summary cards. The first card shows 'Total Households Served (unduplicated)' as 25 households, 'New Households Served (unduplicated)' as 9 households, 'Total Individuals Served (unduplicated)' as 115 individuals, and 'New Individuals Served (unduplicated)' as 45 individuals. The second card shows 'Age groups served' with a table of '# of individuals (unduplicated)'. The table lists 'Children (0-17 yrs.)' with 55 individuals, 'Adults (18-59 yrs.)' with 59 individuals, and 'Seniors (60+ yrs.)' with 1 individual.

Today's Activities	
Total Households Served (unduplicated)	25 households
New Households Served (unduplicated)	9 households
Total Individuals Served (unduplicated)	115 individuals
New Individuals Served (unduplicated)	45 individuals
Age groups served	# of individuals (unduplicated)
Children (0-17 yrs.)	55
Adults (18-59 yrs.)	59
Seniors (60+ yrs.)	1

NEIGHBOR CONNECTOR

HELP US BETTER SERVE YOU

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



Communication



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COMMUNICATION

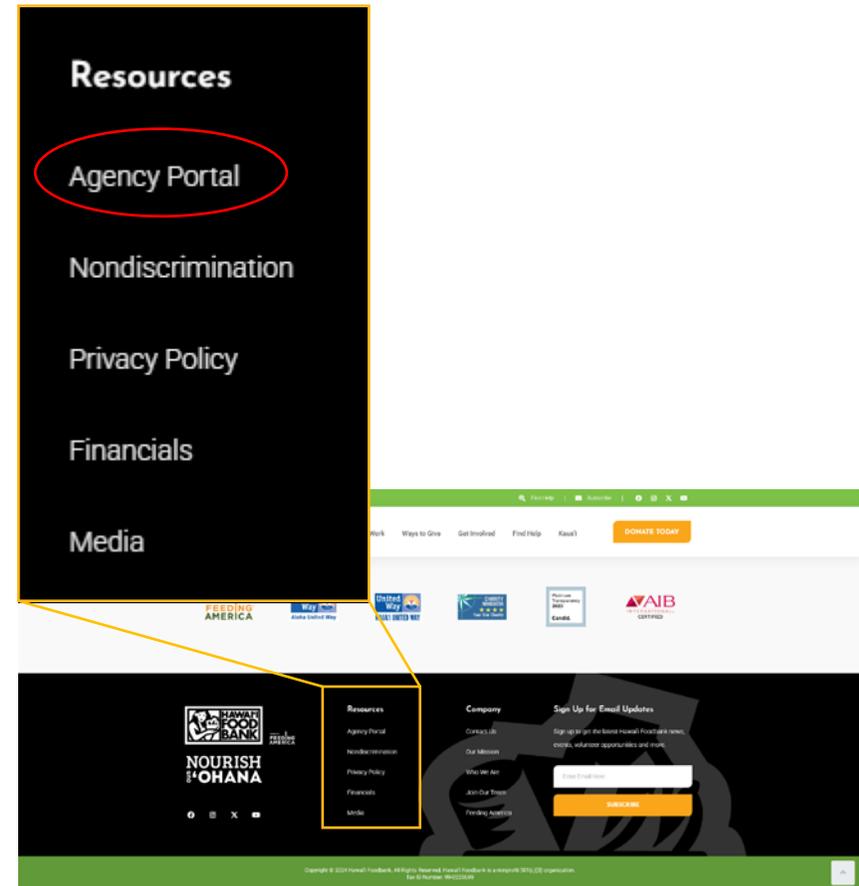
HOW DO WE COMMUNICATE WITH OUR PARTNERS?

WEEKLY UPDATE EMAILS

- Sent via Mailchimp on Monday or Tuesday

AGENCY PORTAL

- Online portal on our website at <https://hawaiifoodbank.org/>
- Scroll down to the bottom and a link the Agency Portal page can be found under resources



TEAM CONTACT INFO O‘AHU



Naomi Save

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Mine Thompson

Community & Agency Relations
Specialist
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Have questions about monitoring, TEFAP, Ohana Produce Plus Program or just general questions regarding your partnership with Hawai‘i Foodbank? Please contact agencyrelations@hawaiifoodbank.org and Naomi or Bridget will get back to you.

TEAM CONTACT INFO O‘AHU



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Kelly Ngo

Service Insights Coordinator

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neighborconnector@hawaiifoodbank.org

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Cell: (808) 741-1705



Hiroko Sasazawa

Programs Data Entry Assistant

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Phone: (808) 954-7867

**Have questions about invoicing, neighbor connector, or monthly reporting?
Please contact the respective team member.**

TEAM CONTACT INFO KAUA'I



Wes Perreira

Kaua'i Director

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Tisha Remigio

Kaua'i Assistant Director

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Work: 808-977-7808

Cell: 808-212-5624



Heidi Padilla

Agency Relations Manager

Email: heidi@hawaiifoodbankkauai.org

Work: 808-954-7864

Cell: 808-780-6344

**Have questions about questions regarding your partnership with Hawai'i Foodbank?
Please contact Heidi Padilla.**



NEXT STEPS

WHAT HAPPENS NEXT?

Come for a 15-minute in-person Distribution Center Orientation

- [O'ahu Distribution Center Orientation](#)
- Kaua'i Distribution Center Orientation

Neighbor Connector Training

- Kelly Ngo, service insights coordinator will send a follow up about next steps for Neighbor Connector onboarding

Mahalo!

Do you have any questions?



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