

Agency Partner Onboarding Training

Updated 7/6/2026



WWW.HAWAIIFOODBANK.ORG

MEMBER OF
**FEEDING
AMERICA**

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



WWW.HAWAIIFOODBANK.ORG

MEMBER OF
**FEEDING
AMERICA**



AGENCY RELATIONS TEAM O'AHU



Kim Bartenstein
Director of Agency Relations



Naomi Save
Agency Partner Network Manager



Joy Ibarra
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. In the background, another person wearing a hat and a dark shirt is also working in the field. The scene is set in a lush, green outdoor environment with hills in the distance.

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



WWW.HAWAIIFOODBANK.ORG

MEMBER OF
**FEEDING
AMERICA**

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





ANNUAL MONITORING

WHAT TO EXPECT DURING A SITE VISIT

- Agency partners agrees to announced and unannounced site visits by a representative of HFB and additional client experience monitorings.
 - Photos/videos will be taken during site visits and may include distributions.
- All vehicles used to transport food from HFB to the agency partners facilities or outreach distribution sites must be maintained in a clean, sanitary, and suitable for the safe transport of food.
- All PHF (Potentially Hazardous Foods) such as dairy, meat, eggs, seafood, frozen foods, and fresh produce, will be transported in a manner that maintains safe temperatures and protects food from contamination.
 - Use of coolers, insulated containers, or insulated pallet covers when applicable to protect food from spoilage and contamination
- Hawai'i Foodbank may conduct random vehicle checks to ensure food safety requirements are being followed.

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



FOOD SAFETY - PERSONAL HYGIENE STANDARDS

FOOD SAFETY & SANITATION EXPECTATIONS

- Always maintain a clean and sanitary distribution environment.
- Practice good personal hygiene, including regular handwashing with soap and water before handling food and as needed throughout distribution activities.
- Wear clean clothing appropriate for food distribution activities.
- Refrain from handling food if experiencing symptoms of illness and open wounds that could contaminate food products.
- Follow all applicable local, state, and federal food safety guidelines and certification requirements.



FOOD SAFETY – TRAINING & HANDLING

AGENCY TRAINING RESPONSIBILITY

- Agencies are responsible for ensuring that all staff and volunteers are appropriately trained, certified where required, and briefed on food safety, hygiene, and sanitation expectations prior to participating in food distribution activities.

SAFE FOOD HANDLING PRACTICES

- Food must be handled in a manner that prevents contamination and preserves product integrity from receipt through distribution to neighbors.



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](#)

Once training is complete, please submit a completed [Civil Rights Training Log](#) to agencyrelations@hawaiifoodbank.org



RECORD KEEPING

WHAT DO I NEED TO KEEP AND FOR HOW LONG?

- All records must be retained for a minimum of three (3) years. Notification will be provided when records are eligible for destruction. Scanned copies are acceptable for record-keeping purposes. If a contract is extended or includes a rollover provision, the three-year retention period will be extended accordingly for the duration of the extension.

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



DATA SECURITY & CONFIDENTIALITY

HOW CAN WE ENSURE OUR NEIGHBORS' INFORMATION IS KEPT SAFE AND CONFIDENTIAL?

- Agencies must ensure that all client data collected is safeguarded and used solely for its intended purpose, including reporting to Hawai'i Foodbank, by implementing appropriate administrative, technical, and physical safeguards such as confidentiality agreements, role-based access with minimum necessary permissions, regular audits, secure password-protected devices and networks, and locked storage for printed materials, and must maintain this information securely without disclosure to outside organizations.

Distribution Types & Incorporating Choice



WWW.HAWAIIFOODBANK.ORG

MEMBER OF
**FEEDING
AMERICA**

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.

INCORPORATING CHOICE

HOW YOU DISTRIBUTE MATTERS!

FIND WAYS TO INCORPORATE 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

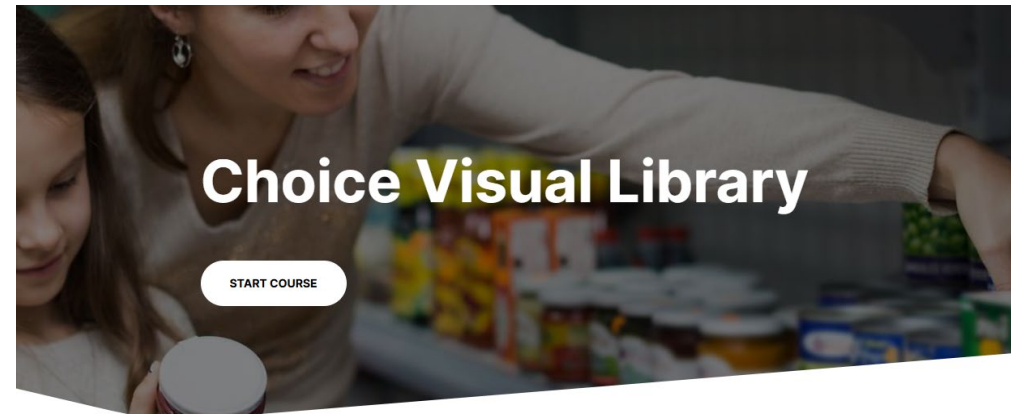
- Neighbors can choose from a menu OR neighbors tell volunteers what they want and the volunteers select and bag the food.

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



WWW.HAWAIIFOODBANK.ORG

MEMBER OF
**FEEDING
AMERICA**



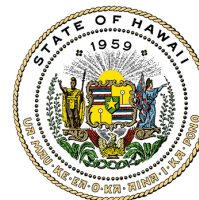
CONTRACT PROGRAMS

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

THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

WHAT IS TEFAP?

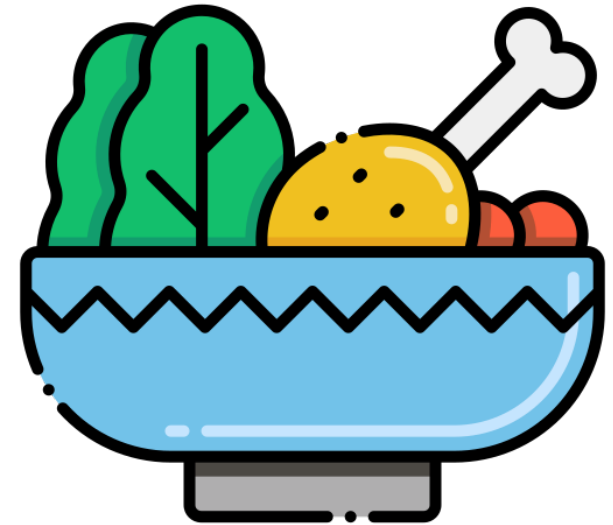
- Partnership with Office of Community Services
- Helps to supplement the diets of low-income individuals or households, including elderly people, by providing them with emergency food and nutrition assistance at no cost
- ~115 participating agencies
- Semi-Annual Inventory is required



THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

WHO QUALIFIES FOR TEFAP?

- Resident of C&C of Honolulu
- 300% of the 2026 Federal Poverty Level (FPL)
- 1 person = \$55,080
- 2 person = \$74,670
- Additional person = +\$19,590



**THE EMERGENCY FOOD
ASSISTANCE PROGRAM (TEFAP)**

I certify that my yearly gross income is at or below that income listed on this form for households with the same number of people as my household, OR that my household participates in the program. I also certify that, as of today, my household lives in the County of Honolulu. This certification form is being completed in connection with the receipt of Federal assistance. Per State policy, program officials may verify what I have certified to be true. *I understand that making a false statement may result in having to pay the State for the value of the food improperly issued to me and may subject me to criminal prosecution under State and Federal law.*

2026 ANNUAL HOUSEHOLD INCOME GUIDELINES (300% of poverty) (more than 8 add \$19,590 for each additional person)

Size	Income	Size	Income	Size	Income	Size	Income	Size	Income	Size	Income	Size	Income	Size	Income
1	\$55,080	2	\$74,670	3	\$94,260	4	\$113,850	5	\$133,440	6	\$153,030	7	\$172,620	8	\$192,210

[illegible]

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)**

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 <i>Household income cannot exceed 300% of the 2022 Federal Poverty Level.</i> 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.
--	--	---

[illegible]

Our Programs & Support



WWW.HAWAIIFOODBANK.ORG

MEMBER OF
**FEEDING
AMERICA**

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

Work: (808) 954-7868

Email: jennifer@hawaiiifoodbank.org



Aubrey-Ann Kaneshiro

Kūpuna Programs Coordinator

Work: (808) 954-7879

Email: aubrey-ann@hawaiiifoodbank.org



Chance Scott

Kūpuna Programs Assistant

Work: (808) 808-6407

Email: chance@hawaiiifoodbank.org



Jasmine Cardenas

Kūpuna Programs Coordinator

Work: (808) 482-2200

Email: jasmine@hawaiiifoodbankkauai.org

Interested in learning more about our kūpuna programs? Please contact Jennifer on O'ahu or Jasmine on Kaua'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 Zysman

Director of Keiki Nutrition

Work: (808) 954-7885

Email: laura@hawaiiifoodbank.org



Tricia Coloma

Keiki Programs Coordinator

Work: (808) 954-7899

Email: tricia@hawaiiifoodbank.org



Holly Tanaka

Keiki Programs Assistant

Work: (808) 954-7899

Email: holly@hawaiiifoodbank.org



Justine Lopez-Henry

Keiki Programs & Outreach Coordinator

Work: (808) 482-2090

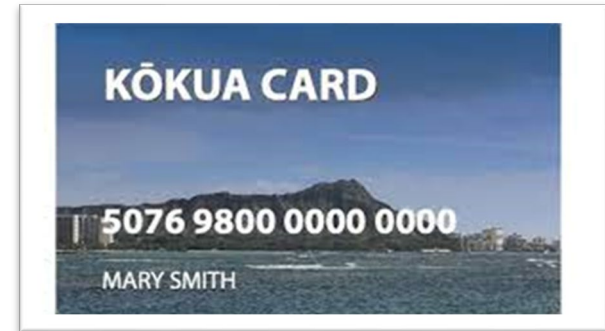
Email: justine@hawaiiifoodbankkauai.org

Interested in learning more about our keiki programs? Please contact Laura on O'ahu or Justine on Kaua'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

Work: (808) 265-2250

Email: jared@hawaiifoodbank.org

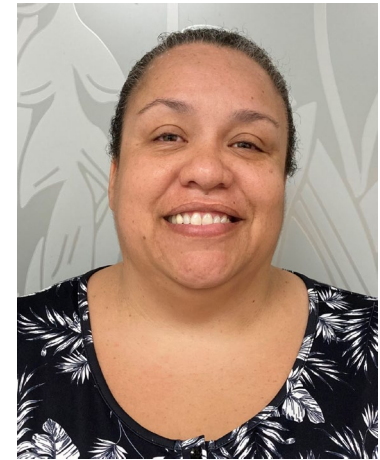


Sonomi Espinosa

SNAP Outreach Coordinator

Work: (808) 265-1144

Email: sonomi@hawaiifoodbank.org



Eva Tavares

SNAP Outreach Coordinator

Work: (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



Salvador "Irwin" Bizarra

SNAP Outreach Coordinator

Work: (808) 265-0684

Email: salvador@hawaiifoodbankkauai.org

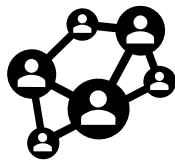
Interested in learning more about our SNAP Outreach program? Please contact Jared on O'ahu or Irwin on Kaua'i to explore partnership opportunities with Hawai'i Foodbank.

DISASTER 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

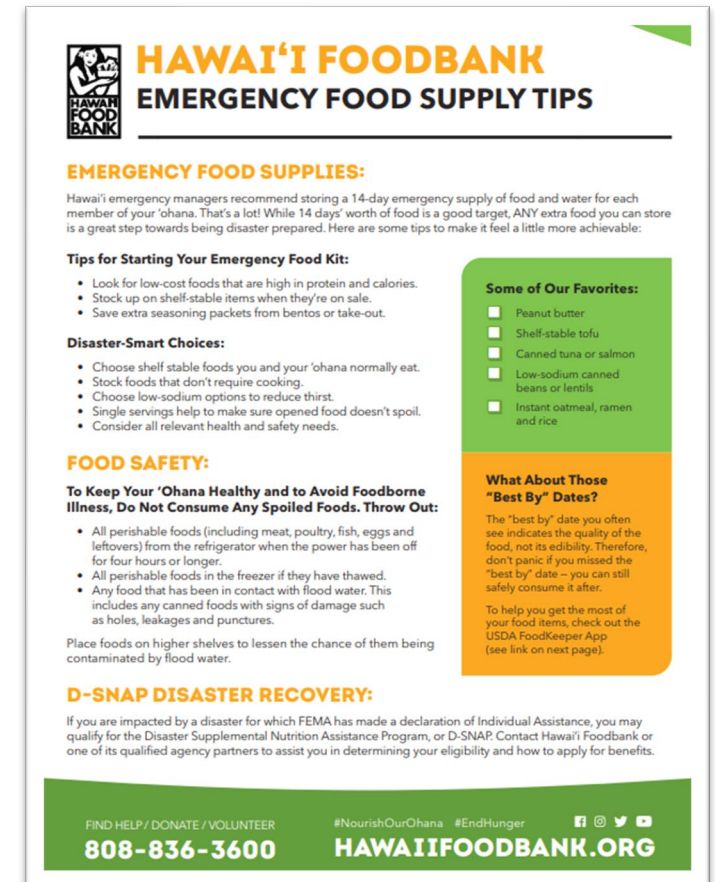


Being a trusted voice in the community for disaster preparedness

AGENCY PARTNER PREPAREDNESS

INTERESTED IN GETTING MORE DISASTER PREPARED?

- Check out the disaster preparedness information we have available at:
 - hawaiifoodbank.org/disaster-preparedness-hawaii 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:
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



Adah Hatfield

Emergency Management Specialist

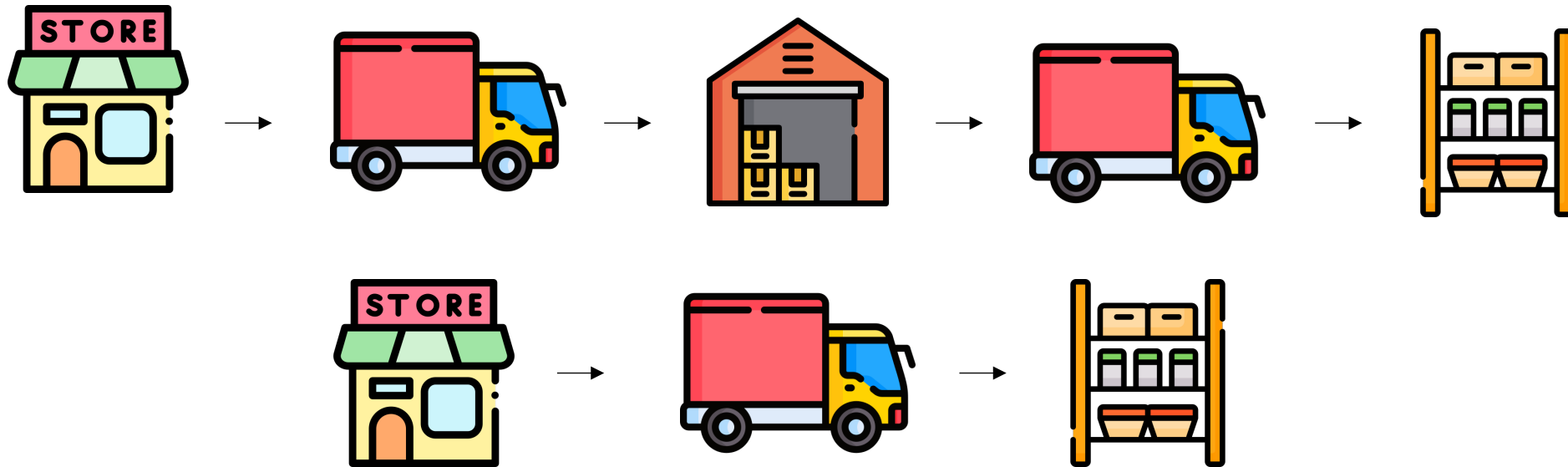
Work: (808) 954-7852

Email: disaster@hawaiiifoodbank.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?





AGENCY ENABLEMENT PROGRAM

IF I PARTICIPATE, WHAT IS THE EXPECTATION?

- When a donation is available for pickup, you must pickup 24-48 hours of advisement
- All donations must be accepted, unable to refuse
- You're only to take donations tagged for Hawai'i Foodbank
- Wear HFB-authorized shopper badges and covered shoes during pickups
- Record the weight of each pickup by category on the same day of collection

VOLUNTEER SUPPORT



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

WHAT INFO DO WE NEED?

Sample

- **Contact Info:** Jared Kawatani, Health & Nutrition Access 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

Work: (808) 954-7866

Email: volunteer@hawaiifoodbank.org



Justine Lopez-Henry

Keiki Programs & Outreach Coordinator

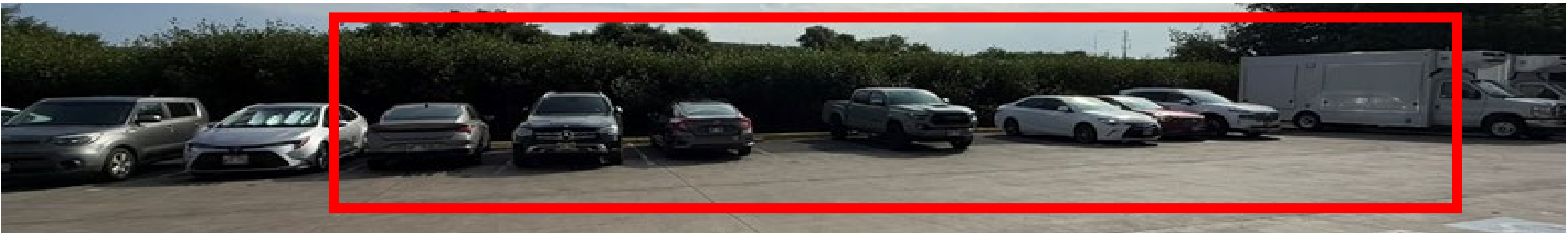
Work: (808) 482-2090

Email: justine@hawaiifoodbankkauai.org

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

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





SHOPPING ORIENTATION

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 badge – see agency relations office to have their photo taken. Helpers will be given a temporary Agency Badge upon arrival (to be returned before departure) see a Scaler or Agency Partner Services Coordinator (Invoicer)
- **Adding and removing** account contacts or authorized shoppers need to be done in writing (email is acceptable)
 - If the person you are adding needs to be included in all communication and updates, please be sure to indicate that by including their contact information (first name, last name, title, phone number, email address)



SHOPPING ORIENTATION

NEXT STEPS AFTER SHOPPING

There are **two signatures** required before departing the warehouse:

- Once your food items are scaled, sign the physical paper (Shopping List)
- Only load your food into your vehicle when it is parked under the overhang, out of direct sunlight
- Return to the front desk to sign the generated invoice on the tablet with Agency Partner Services Coordinator (Invoicer)
- Both signatures are required to fully complete your visit.



DISTRIBUTION CENTER RULES

SHOPPING GUIDELINES

- 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) **Crocs are NOT acceptable**
- 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



DISTRIBUTION CENTER RULES

SHOPPING GUIDELINES (CONT'D)

- Do not open case lot items – if you are unsure, please ask warehouse staff for assistance
- When transporting refrigerated and frozen products, you must use a cooler, thermal blanket, or refrigerated vehicle to ensure safe transport and prevent contamination and adulteration.
- This is a working warehouse, always be aware of your surroundings
- All product originating from HFB is to be used exclusively for the agency you represent and is **not** for sale or personal use

Monthly Reporting



WWW.HAWAIIFOODBANK.ORG

MEMBER OF
**FEEDING
AMERICA**

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 shows the 'Intake' page of the Neighbor Connector website. At the top, there is a dark blue header with the word 'Intake' in white. Below the header is a search bar with a dropdown menu labeled 'Name' and a search icon. To the right of the search bar is a 'Visit Date' field with a calendar icon, showing '12/9/2022'. The main content area is titled 'Today's Activities' and contains two tables. The first table 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 table shows 'Age groups served' with three rows: '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)	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	

NEIGHBOR CONNECTOR

HELP US BETTER SERVE YOU

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



NEIGHBOR CONNECTOR CONTACT



Joy Ibarra

Service Insights Coordinator

Work: (808) 808-6406

Email: joy@hawaiifoodbank.org or
neighborconnector@hawaiifoodbank.org

**Any questions or concerns regarding neighbor connector?
Please contact Joy.**

Communication



WWW.HAWAIIFOODBANK.ORG

MEMBER OF
**FEEDING
AMERICA**

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/>
- Click on **Agency Portal** located at the top left of the website



TEAM CONTACT INFO O'AHU



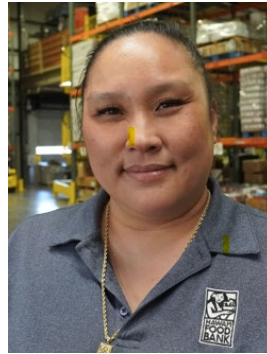
Naomi Save

Agency Partner Network Manager

Email: naomi@hawaiifoodbank.org

Work: (808) 954-7864

Cell: (808) 780-6344



Bridget Langaman

Agency Partner Network Coordinator

Email: bridget@hawaiifoodbank.org

Work: (808) 954-7882

Cell: (808) 386-9064



Mine Thompson

Community & Agency Relations Specialist

Email: mine@hawaiifoodbank.org

Work: (808) 954-7857

Cell: (909) 534-0646

Have questions about monitoring, TEFAP, TANF, Ohana Produce Plus Program or just general questions regarding your partnership with Hawai'i Foodbank? Please contact agencyrelations@hawaiifoodbank.org.

TEAM CONTACT INFO O'AHU



Kim Bartenstein
Director of Agency Relations
Email: kim@hawaiifoodbank.org
Work: (808) 954-7870
Cell: (808) 228-7170



Anusaga Maulolo
Agency Partner Services Coordinator
Email: invoicing@hawaiifoodbank.org
Work: (808) 954-7863



Joy Ibarra
Service Insights Coordinator
Email: joy@hawaiifoodbank.org or
neighborconnector@hawaiifoodbank.org
Work: (808) 808-6406



Hiroko Sasazawa
Programs Data Entry Assistant
Email: monthlyreports@hawaiifoodbank.org
Work: (808) 954-7867

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

TEAM CONTACT INFO KAUAI



Wes Perreira

Kauai Director

Email: wes@hawaiifoodbankkauai.org

Work: (808) 482-2088

Cell: (808) 652-1444



Tisha Remigio

Kauai Assistant Director

Email: tisha@hawaiifoodbankkauai.org

Work: (808) 977-7808

Cell: (808) 212-5624



Heidi Padilla

Agency Relations Manager

Email: heidi@hawaiifoodbankkauai.org

Work: (808) 482-2089

**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

- Joy Ibarra, Service Insights Coordinator will send a follow up about next steps for Neighbor Connector onboarding

Mahalo!

Do you have any questions?



WWW.HAWAIIFOODBANK.ORG

MEMBER OF
**FEEDING
AMERICA**