



Hawaii Foodbank Oahu: Agency Partner Monitoring Form

Visit Information

Date of Visit	
Type of Visit	
Describe reason for follow up:	

Contact Information

Multi Photo	
Agency Number	
Agency Name	
Agency Address	
Agency Phone Number	
Agency Site Contact Name	
Agency Site Contact Email	
Agency Type	
Program Type	
Comment	

Agency Operations

Multi Photo	
Days of Operation (all programs)	
Hours of Operation	
Is agency open to the public?	
Are distribution hours posted publicly?	
If you are open to the public, you are required to create an account with Aloha United Way (AUW) auw211.org/providers/#new-agency . Are you keeping AUW 211 updated on your service days/hours?	
Is the location accessible to anyone with disabilities?	
Are monthly reports current?	
Describe next steps.	
Comment	

Agency Eligibility

Agency Partner: Date of 501c3 Determination Letter and/or church status	
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Program Partner/Temporary Disaster Feeding Partner: Last confirmation of State of Hawaii Department of Commerce & Consumer Affairs (DCCA) certificate of good standing	
Date of latest fully executed Partnership Agreement on file	
Is the partner eligible for The Emergency Food Assistance Program (TEFAP)?	
Comment	

Pest Control

Multi Photo	
How does your agency conduct pest control services?	
Name of licensed third-party pest control provider.	
How often are pest control services conducted at your agency?	
Is there any evidence of pest activity noted in either the agency's or the third party's pest inspections?	
Describe any corrective actions taken to address pest activity inside the facility.	
Is there any current evidence of pest activity inside the facility?	
Describe current evidence of pest activity.	
Comment	

Dry Storage/Sanitation

Multi Photo	
Is the "And Justice for All" poster posted in a visible area accessible to neighbors and clients?	
Is the displayed poster current?	
Is the food storage area secured (locked or limited access)?	
Are food products stored at least six (6) inches off the floor to promote proper airflow and help prevent pest activity?	
Is there a documented cleaning log for routine pantry cleaning?	



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Are all food items stored with space from walls to support sanitation?	
Is food stored in a temperature-controlled space (ideally 50-70 degrees F)?	
If the storage space is not temperature-controlled, how is food safety ensured?	
Are food and non-food items (e.g., chemicals and cleaning supplies) stored separately to prevent cross-contamination and ensure food safety?	
Is food rotated to ensure first expired, first out (FEFO) product movement?	
Does the agency have a process to check product dates (best by, sell by, use by) and remove food that has passed its acceptable shelf life?	
Is food maintained with its original manufacturer label intact?	
Are all canned products in acceptable condition (not swollen, leaking or rusted)?	
Does the agency provide baby food and/or formula?	
Is all baby food/formula within expiration dates?	
Comment	

Cold Storage/Sanitation

Multi Photo	
Refrigeration	
Walk In	
Commercial	
Residential	
Upright	
Mini	
Freezer	
Walk In	
Commercial	
Upright	
Chest	



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Do all cold storage units have functioning, visible thermometers in each compartment?	
Are temperature logs maintained, current, and consistently kept for all cold storage units?	
Do all refrigerators hold temperature at 41 degrees F or below?	
Do all freezers hold temperature at 0 degrees F or below?	
Are you conducting annual thermometers accuracy checks?	
If so, please describe your testing method.	
Are you maintaining a log of these checks?	
Are all cold storage units in good repair (tight seals, no dripping condensation)?	
Are all cold storage units clean, well-maintained, and free of spills, mold, contamination, and excessive ice buildup?	
Is food in cold storage arranged to allow proper air circulation? Food should not be packed tightly or block vents, and space must be maintained for airflow.	
Is food stored to avoid cross-contamination (such as raw foods below ready to eat foods)?	
Is food rotated to ensure first expired, first out (FEFO) product movement?	
Does the agency routinely check food quality, code dates (e.g., "best by," "sell by," "use by"), and produce freshness, and properly dispose of items that are expired, spoiled, overripe, or otherwise not suitable for distribution? Shelf-life and produce handling guidelines should be posted for reference.	
Comment	

Kitchen/Meal Distribution Sites

Multi Photo	
Does the agency have at least one staff member on-site that holds a current manager-level food safety certification?	



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Does the agency have a current Food Establishment Permit displayed?	
Does the agency have a current Green Placard displayed?	
Were there any violations found on the last health department inspection report?	
If so, please describe how violations were corrected.	
Comment	

Non-Storage Distribution Sites

Multi Photo	
Is the "And Justice for All" posted displayed?	
Does the food have overhead coverage? (pop-up tent, existing building, cooler blanket, canopy trees etc.)	
Are food products stored at least six (6) inches off the floor to promote proper airflow and help prevent pest activity?	
Are PHFs distributed within three hours of delivery/pickup?	
Are PHFs time and temperature procedures being followed?	
Does the agency have a process for checking expiration dates and ensuring disposal of food that has passed its acceptable code date of distribution?	
Is food maintained with its original manufacturer label intact?	
Are all canned products in acceptable condition (not swollen, leaking or rusted)?	
Does the agency provide baby food and/or formula?	
Is all baby food/formula within expiration dates?	
Comment	

Food Transport Safety (Temperature Control)



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When the agency transports perishable PHF (potentially hazardous foods) / TCS (time/temperature control for safety) foods from the food bank to their site or outreach location, do they use appropriate temperature control methods during transport? (Select all that apply)	
Describe Other (if selected)	
Does the agency ensure that, during transport, all PHF/TCS, chilled, and frozen items are maintained at required safe temperatures and protected from cross-contamination to prevent contamination and adulteration?	
Comment	

Commodity Distribution Sites

Multi Photo	
Which commodity program(s) do you participate in?	
Is the "And Justice for All" posted displayed?	
Is the "Written Notice of Beneficiary Rights" displayed?	
Does the agency have a copy of their current TEFAP/CSFP agreement?	
Does the agency keep all TEFAP/CSFP records for three (3) years?	
Is TEFAP/CSFP product easily identifiable (labeled) from other product?	
Are all TEFAP/CSFP items within their expiration dates?	
Is any client documentation collected/stored to prove eligibility?	
Comment	

TANF Distribution Sites

Multi Photo	
Is the "And Justice for All" poster displayed?	
Does the agency have a copy of their current TANF agreement?	
Does the agency keep all TANF records for three (3) years?	



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Is TANF product easily identifiable (labeled) from other product?	
Are all TANF items within their expiration dates?	
Is any client documentation collected/stored to prove eligibility?	
Comment	

Site Staff Food Safety Practices/Facilities

Multi Photo	
Does the agency have at least one staff member or volunteer present during operations who has a current food handler's card/certificate?	
Are staff and volunteers trained on food safety requirements and following safe food handling practices that prevent contamination during sorting and distribution activities?	
Do staff and volunteers avoid placing food directly on the ground during packing, storage, handling, and distribution activities?	
Are food storage and distribution areas clean, well-maintained, and free of dirt, dust, debris, pests, and other unsanitary conditions?	
Do staff and volunteers practice good hygiene?	
Do staff and volunteers wear clean clothing appropriate for food handling and distribution activities?	
Do staff and volunteers wear covered shoes (closed-toe, closed-heel) during distribution?	
Are disposable gloves available and being worn appropriately by staff and volunteers when handling food, as required?	
Is there a policy in place that is enforced that staff and volunteers are not allowed to work when they have flu-like symptoms (fever, vomiting, diarrhea) and/or open wounds?	
Are restroom facilities accessible to staff, volunteers, and neighbors during program operations?	
Are restrooms clean and in good repair?	



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Is there a sink available for handwashing during program operations?	
Are there handwashing signs displayed?	
Are emergency contact numbers (In Case of Emergency poster) displayed for staff, volunteers, and neighbors being served?	
Is there a first aid kit available for staff, volunteers and clients?	
Comment	

Agency Enablement Program Compliance

Does the agency accurately track and document all retail store donations, including store name, pickup date, product temperatures (as applicable), and weight by product category, and report this information to Hawai'i Foodbank on the same day as pickup?	
Does the agency pick up donations within 24–48 hours of notification, accept all donations provided (no refusals), and only collect items designated for Hawai'i Foodbank?	
During donation pickups, do staff consistently wear HFB-authorized shopper badges and covered shoes?	
Comment	

Records Retention / Documentation Compliance

Does the agency maintain all required records (including invoices, signed agreements, civil rights and food safety training documentation, and applicable permits) in a secure manner for at least three (3) years, and ensure scanned copies are acceptable for record-keeping purposes?	
When contracts are amended, extended, or include rollover provisions, does the agency ensure all related records are retained for at least three (3) years from the date of the most recent contract change, and understand that retention requirements extend for the duration of any contract extension?	
Comment	

Data Security & Confidentiality



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Does the agency 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 for users, role-based access with minimum necessary permissions, regular audits, secure and password-protected devices and networks, and locked storage for any printed materials, and that such information is maintained securely and not disclosed to outside organizations?	
Does the agency have a policy and/or training in place requiring all intake staff and volunteers to keep client information strictly confidential, including not disclosing to others that an individual is receiving services from the agency?	
Comment	

Member Agreement & Program Compliance

Multi Photo	
Are any fees, donations or memberships required to receive food?	
Are any religious observances/services/activities required to receive food?	
Are food distributions conducted in a manner that is free from political activities, campaign messaging, or candidate promotion?	
Are any volunteer services required to receive food?	
Do volunteers who are also in need of food assistance go through the same process as non-volunteers to receive food?	
Do volunteers wait until the end of distribution before receiving food?	
Do volunteers receive the same food allocation as non-volunteer participants?	
Comment	

Food Bank Specific Questions

Of all the food the agency distributes, what percentage is provided by Hawaii Foodbank?	
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Does the agency have any feedback on Hawaii Foodbank resources and customer service, including access to resources, staff support, desired food items, and whether the food received meets community needs?	
How is the tiering system working for your agency? Please share any feedback or concerns.	
Does the agency have any other concerns, comments, complaints, compliments and/or success stories?	
Comment	

Monitoring Results

Monitoring Results	
Timeline	
Details & Comments:	

Signatures

By signing this form, I agree that the information recorded herein during this monitoring visit is accurate.	
Monitor Signature	
	Date / Time: XXXXXXXXXXXX
Monitor (Print)	
Monitor Title	
Site Contact Signature	
	Date / Time: XXXXXXXXXXXX
Site Contact (Print)	
Site Contact Title	