



ALAMEDA COUNTY  
**COMMUNITY**  
**FOOD BANK**

Until everyone's fed

# Connect to *community*

## Partner Network Orientation



*This session will be recorded.*



A member of **FEEDING  
AMERICA**





# Objectives

- Describe the Feeding America network (including you!)
- Recognize ACCFB's mission and vision.
- Describe the food available at ACCFB and the three ways to access food.
- Log into Partner Portal and describe content in the major menu topics.
- List compliance requirements for network members.
- Describe various avenues of support and resources available to your organization.





nourishment

collaboration

nutrition

security

justice

action

community

fruits

passion

dignity

vegetables

# Proposed Session Agreements

- Mute unless speaking to reduce background noise.
- Camera on, if possible (and if you're comfortable doing so). It's great seeing your faces!
- Participate respectfully.
- Speak up (or "raise your hand"/use the chat) with questions and feedback.
- *What else?*

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# Course Resources

accfb.weebly.com/resources



## Orientation and Onboarding Resources

Think of this as a digital notebook to help you quickly connect to orientation training materials and resources.

Don't hesitate to contact your ACCFB primary contact with any questions!

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### Orientation Course Materials



**Orientation Participant Guide**  
Download File



**Next Steps Checklist/Handout**  
Download File

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### Handouts



**Community Market Agreements & Expectations**  
Download File



**Food and Code Date Extensions**  
Download File



**Food Order Form Handout (Job Aid)**  
Download File





# Breakout Icebreaker Activity

## Introduce Your Neighbor

- Teams of two will be placed into breakout rooms.
- You will have 8 minutes to interview and learn about each other.  
Find out the following about your partner:
  - Name
  - Name of organization
  - Why your organization joined the ACCFB partner network
  - Something you'd like us to know about you
  - Something you'd like us to know about your organization
- When we return to the main room, each person will briefly introduce their partner to the rest of the group.



# Icebreaker Activity

## Introduce Yourself

- Name
- Name of organization
- Why your organization joined the ACCFB partner network
- One thing you'd like us to know about you
- One thing you'd like us to know about your organization
- What you hope to get out of today's orientation



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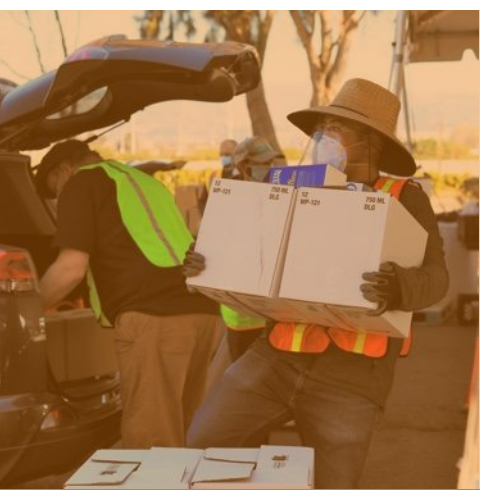
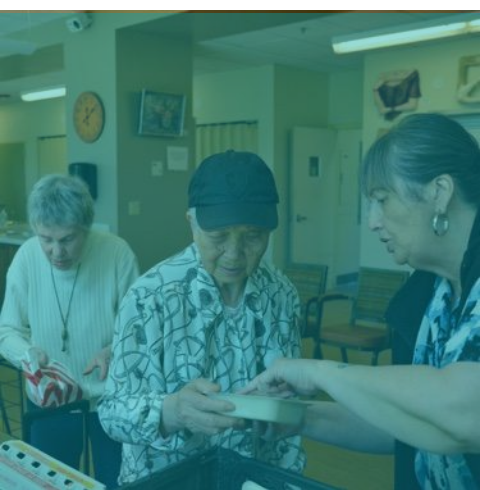
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# The Need



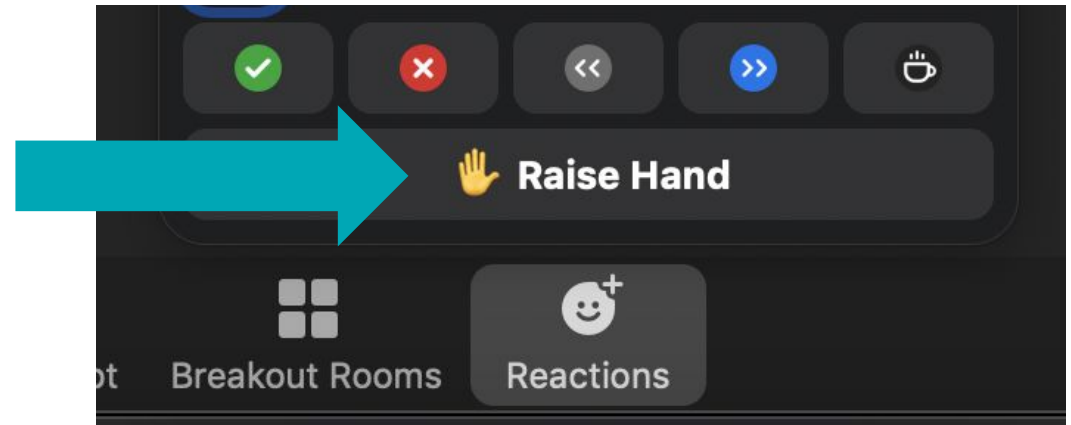
**Connected in  
the fight to  
end hunger.**



# Pop Quiz

According to the USDA, what % of U.S. households were food insecure at some time last year (2020)?

- 5%
- 9.5%
- 10.5%
- 14%

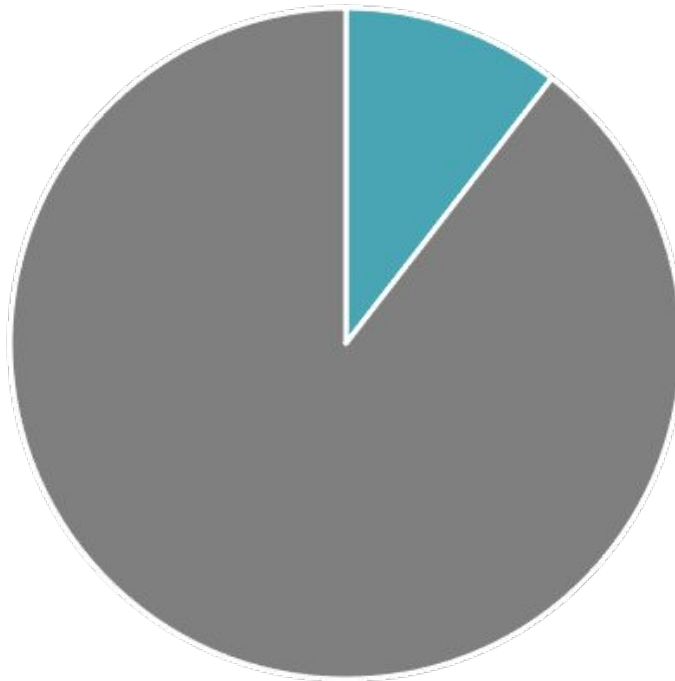




# Answer

According to the USDA, what % of U.S. households were food insecure at some time last year (2020)?

10.5%



### 2019 Overall County Food Insecurity In The United States

FOOD INSECURE PEOPLE IN THE UNITED STATES

FOOD INSECURITY RATE IN THE UNITED STATES

**35,207,000**



AVERAGE MEAL COST IN THE UNITED STATES

**\$3.13**

### 2019 Overall County Food Insecurity In California, Alameda County

FOOD INSECURE PEOPLE IN ALAMEDA

FOOD INSECURITY RATE IN ALAMEDA

**139,810**



AVERAGE MEAL COST IN ALAMEDA

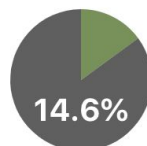
**\$4.00**

### 2019 Child County Food Insecurity In The United States

FOOD INSECURE CHILDREN IN THE UNITED STATES

CHILD FOOD INSECURITY RATE IN THE UNITED STATES

**10,732,000**



AVERAGE MEAL COST IN THE UNITED STATES

**\$3.13**

### 2019 Child County Food Insecurity In California, Alameda County

FOOD INSECURE CHILDREN IN ALAMEDA

CHILD FOOD INSECURITY RATE IN ALAMEDA

**34,040**



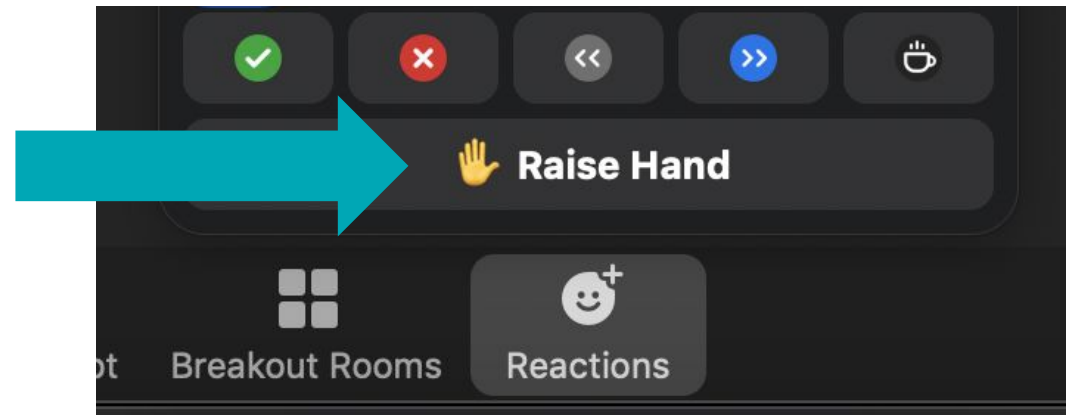
AVERAGE MEAL COST IN ALAMEDA

**\$4.00**

# Pop Quiz

How many people in Alameda County access food from ACCFB's network?

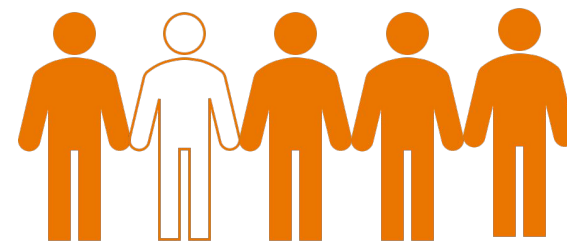
- 1 in 4
- 1 in 5
- 1 in 8
- 1 in 9



# Alameda County

- Nationally: 50% of those who are food insecure are at or below the federal poverty level.
- Alameda County: 57% are at or below the federal poverty level.
- Higher cost of living in Alameda County means many people above the federal poverty level don't have enough food.

1 in 5 people in Alameda County access food through ACCFB's network.





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# Power of Partnership



240+  
network partners



Half a million meals  
each week



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# ACCFB's Mission & Vision



**Mission:**  
Alameda County  
Community Food  
Bank passionately  
pursues a  
hunger-free  
community.

**Vision:**  
Children, adults and  
seniors of Alameda  
County do not worry  
about where their  
next meal is coming  
from.



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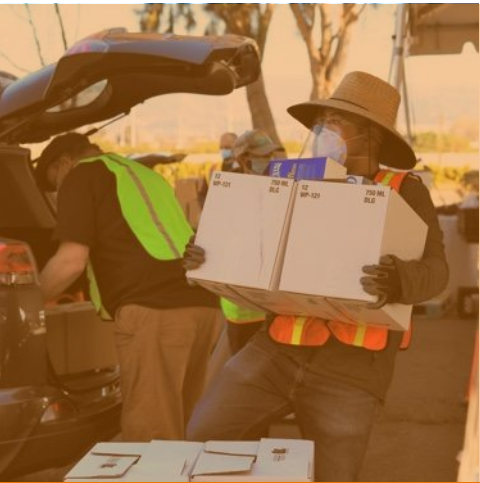
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# The Network



**Connected in  
the fight to  
end hunger.**



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**FEEDING  
AMERICA**





# What Is Feeding America?

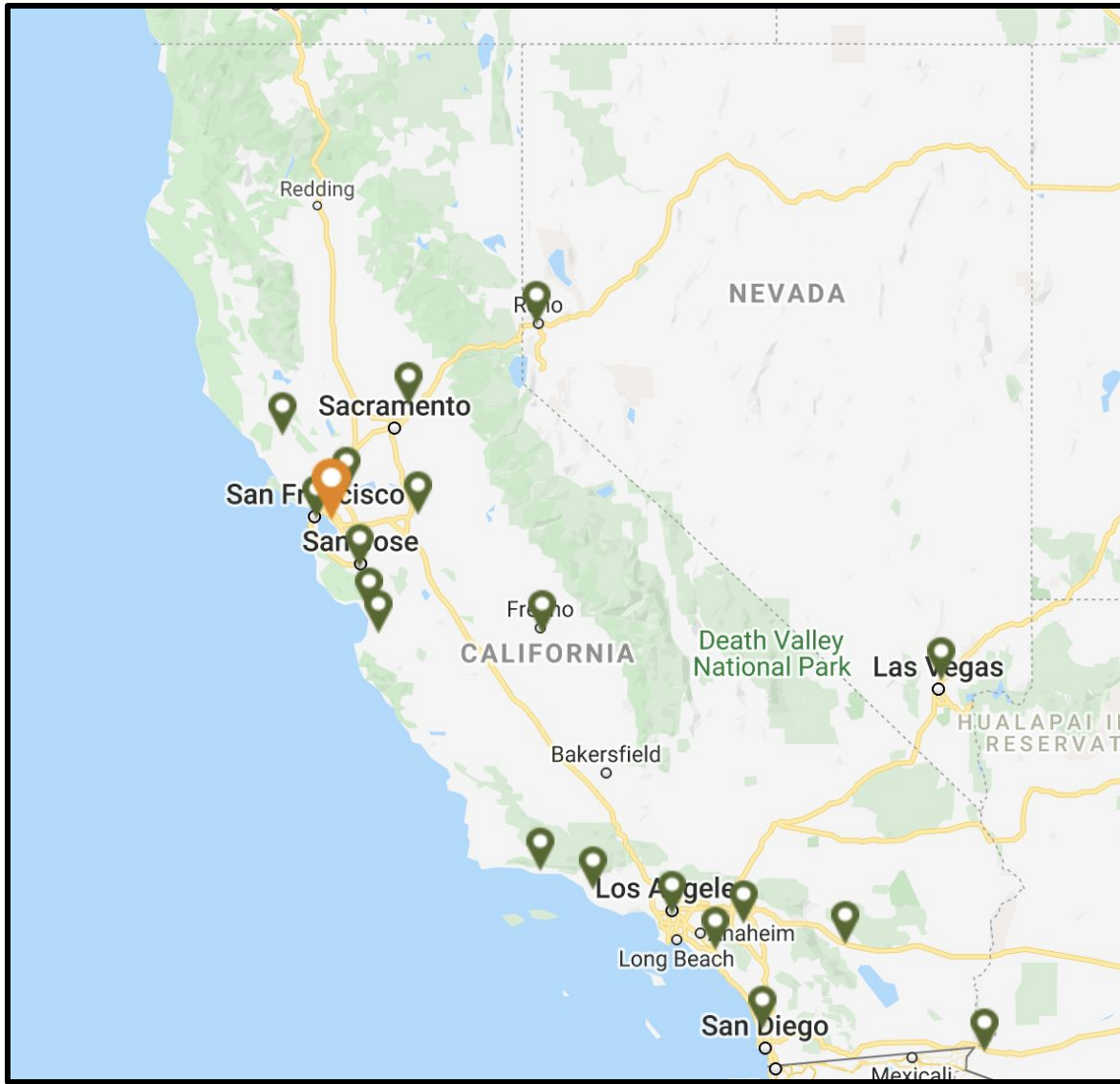


200 food banks

60,000+ pantries,  
distributions, meal  
programs

46 million people  
served





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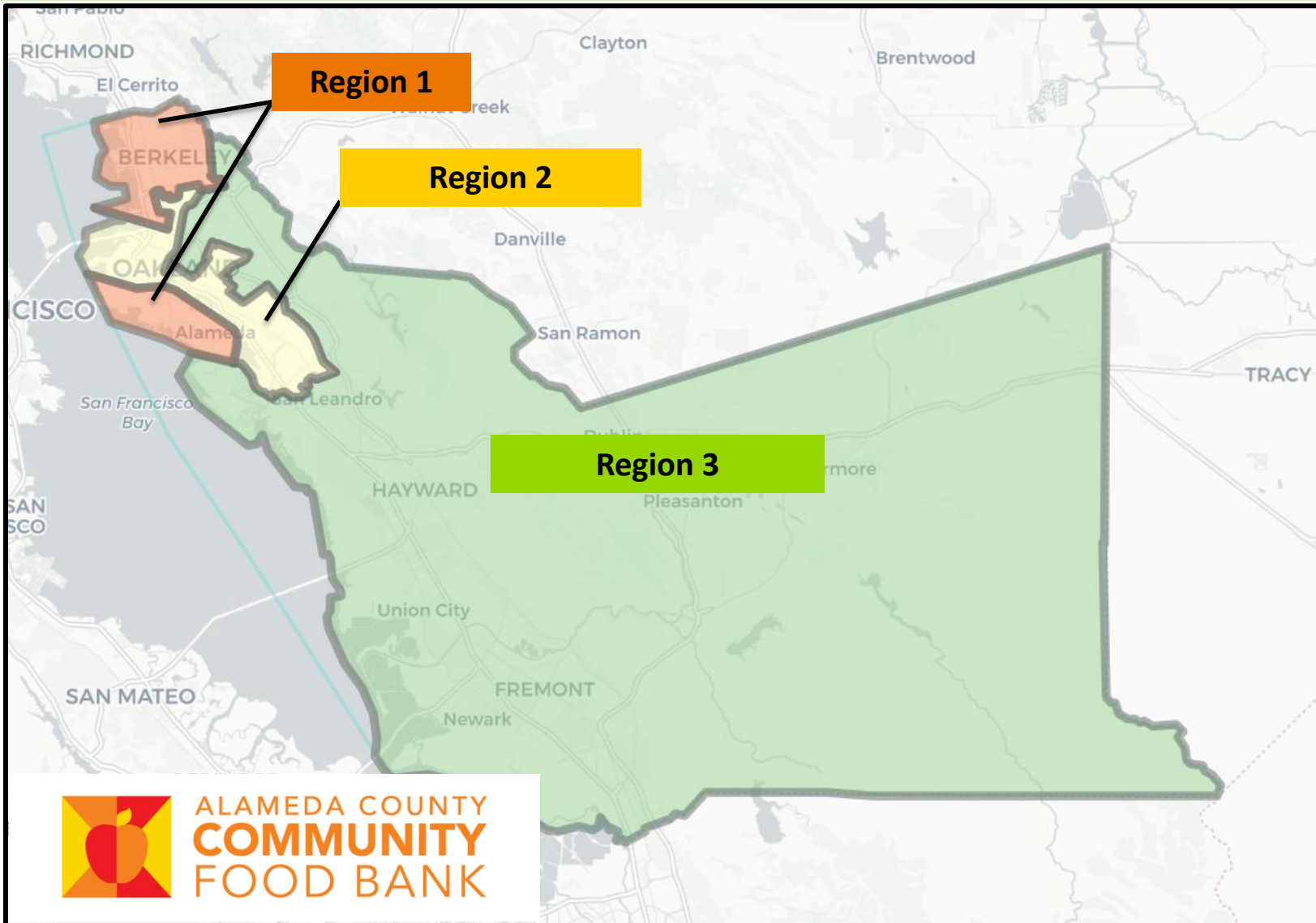
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ALAMEDA COUNTY  
**COMMUNITY**  
 FOOD BANK





# Your Partner Services Team

## Region 1



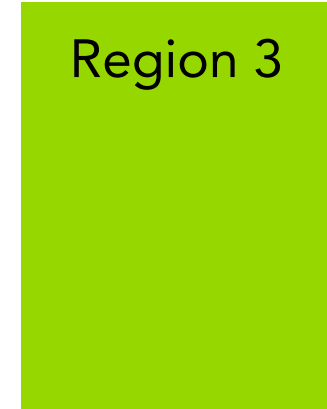
Annie Loe  
Engagement & Compliance  
Manager  
[aloe@accfb.org](mailto:aloe@accfb.org)

## Region 2



Michael deLArbre  
Partnerships Manager  
[mdelarbe@accfb.org](mailto:mdelarbe@accfb.org)

## Region 3





# Your Partner Services Team



Karina Torres  
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William Sayo  
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Veronica Solorio  
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Betzy Mundo  
[bmundo@accfb.org](mailto:bmundo@accfb.org)



Sofia Sanchez Pillot  
Saavedra  
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Griffith Swidler  
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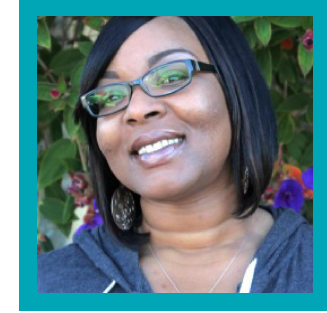
# Your Partner Services Team



Diana Markley  
Director of Programs



Jenny Lowe  
Associate Director of  
Programs



Cené Price  
Operations & Programs  
Administrative Assistant



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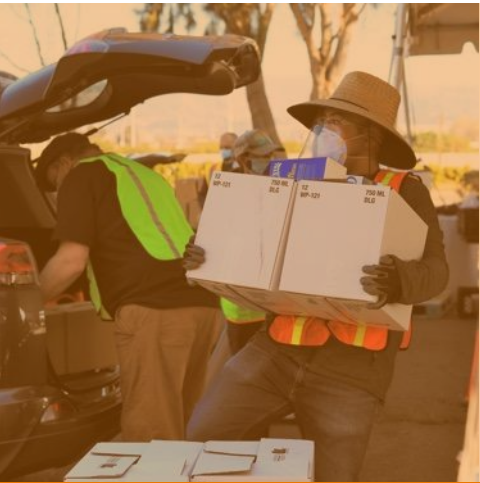
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# Network Relations



**Connect to support and resources.**





# Agency Relations Committee

ACCFB was originally founded by agencies and food distributions in Alameda County. That legacy powers how ACCFB operates today.

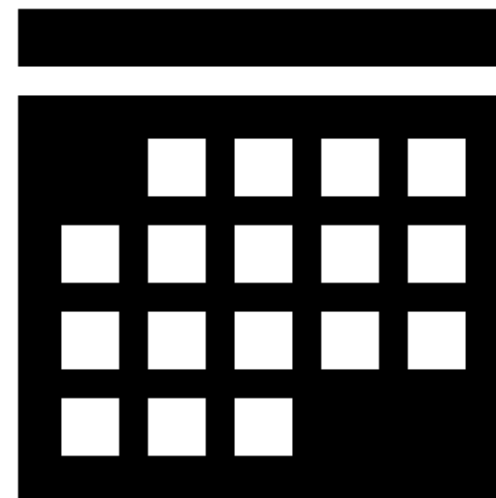
- The Agency Relations Committee (ARC) is made up of 8 elected Network Partner staff and volunteers.
  - 4 serve on ACCFB's Board of Directors.
- ARC representatives are elected by YOU, the network, to represent our network partners.





# Quarterly Network Meeting

- 4 times a year. Network partners are required to attend a minimum of 2 per year (membership requirement and makes you more likely to qualify for grants)
- Stay involved and make your voice heard!
  - ARC and Board elections.
  - ACCFB uses the meetings to hear from the network (you)! ACCFB's Executive Director is always in attendance.



Mark Your Calendar!

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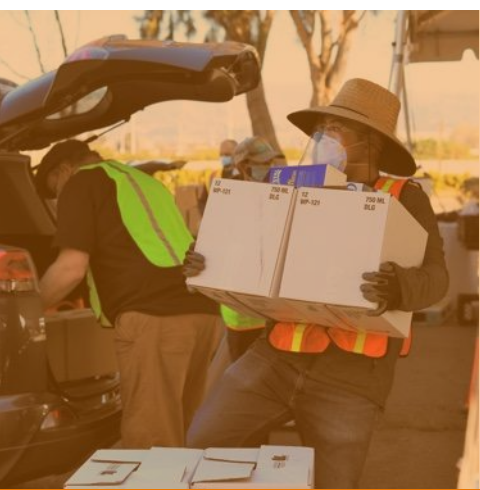
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# Accessing Food

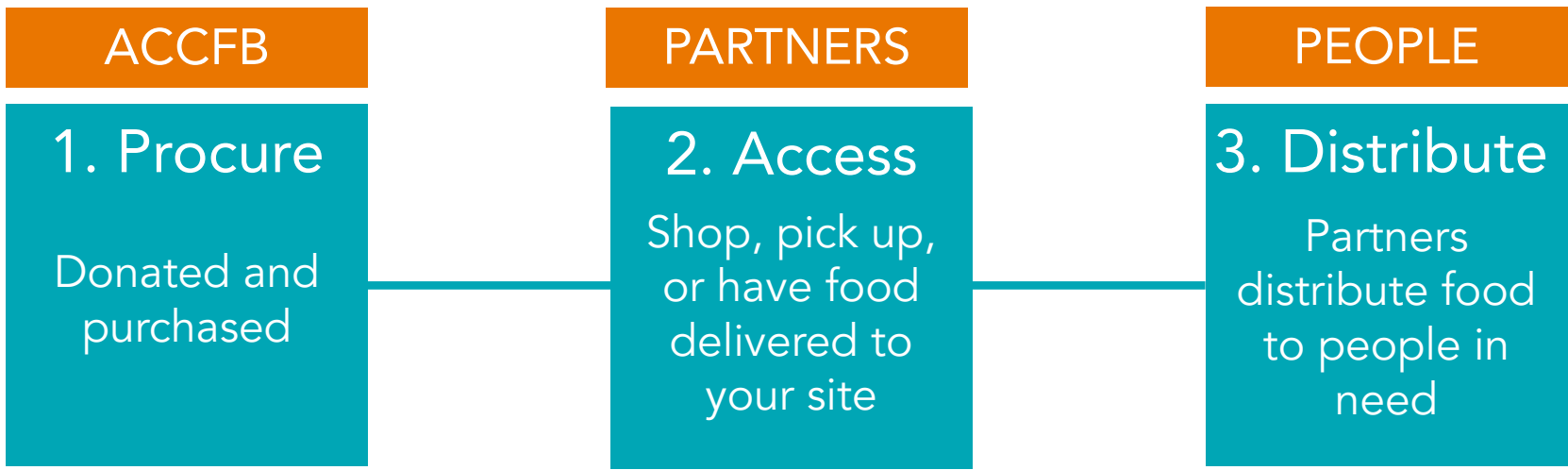


**Connect to support and resources.**





# Working Together



ACCFB, our network partners, and people in need in our community are all part of the process. We work together to constantly get better at connecting our community to safe, nourishing, culturally appropriate food. Everyone is part of the process. Everyone's voice and participation matters.





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# Ways to Access Food



## YOUR Community Market

No minimum

Produce Express,  
Shopping  
Appointment

## Pick Up

40-case minimum

Submit order form 5  
working days in  
advance

## Delivery

60-case minimum

Submit order form  
5 working days in  
advance

# Types of Food

- Items are either available for purchase or free of charge.
  - “Staples” (e.g., pasta, rice, peanut butter, canned foods)
  - Donated items (Assorted dry food; selection varies)
  - Bread and tortillas
  - Assorted fresh fruits and vegetables
  - Refrigerated and frozen items (e.g., fresh eggs, frozen tilapia)

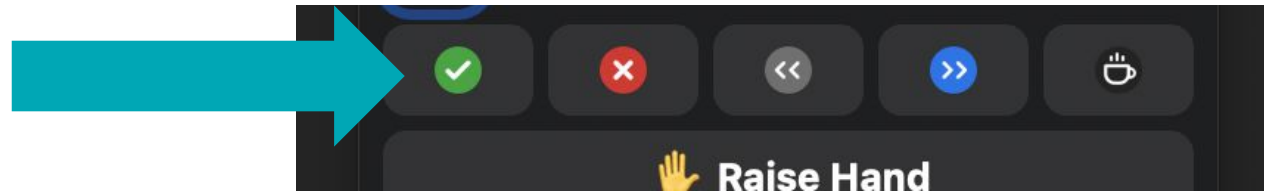




# Pop Quiz!

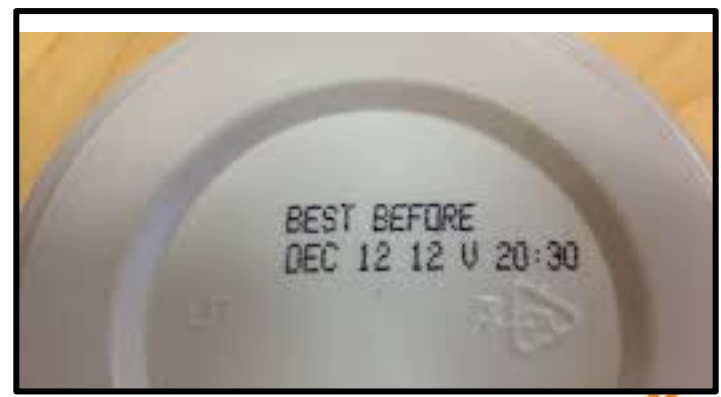


True or False: USE BY and EXP Code dates on food packaging indicate when food is no longer safe to eat.



# Food Dating

## Understanding Code Dates

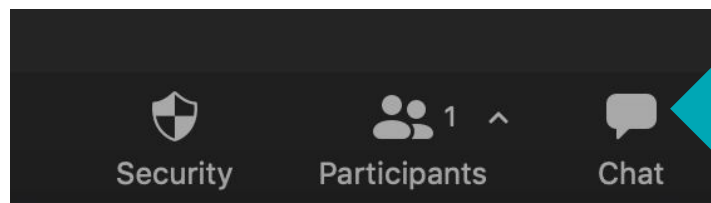


# Activity

## Code Dates Practice

Assume today's date is the Use By or Expiration date for all the items listed below. What is the code date extension for the following items?

- Granola bars
- Yogurt
- Tofu
- Baby food
- Bonus: Sliced bread



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# Food Dating & FIFO



- FIFO: First-in-first-out.
- Generally speaking, distribute the inventory you've had the longest first.

To ensure our community receives nourishing and safe foods and to minimize food waste, monitor code dates and practice FIFO.



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# ACCFB Nutrition Policy



ACCFB's Nutrition Policy guides the types of food ACCFB offers. Why does ACCFB have one of the most aggressive nutrition policies in the nation?



# ACCFB Nutrition Policy

ACCFB procures and encourages the donation of:

- ✓ Fresh fruits and vegetables
- ✓ Canned and frozen fruits (low in sugar)
- ✓ Canned and frozen vegetables (low in salt)
- ✓ Packages meals and soups
- ✓ Lean proteins
- ✓ Nuts
- ✓ Whole grains
- ✓ Low fat milk (2% or less)
- ✓ Water
- ✓ 100% juice (carbonated and non-carbonated)

ACCFB **does not** distribute:

- ✗ Soda
- ✗ Carbonated beverages (except water and 100% juice)
- ✗ Juice—anything less than 100% juice
- ✗ Alcohol
- ✗ Any item to mix with alcohol or promotes alcohol
- ✗ Energy drinks
- ✗ Medical and vitamin supplements
- ✗ Diet products that contain appetite suppressants

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# NutriMeasure



CHOOSE  
OFTEN

These foods are rich in vitamins, minerals, and nutrients. They are low in unhealthy fats, added sugar, and calories.



CHOOSE  
SOMETIMES

These foods are higher in unhealthy fats, added sugars, and calories, but still contain a lot of nutrients.



CHOOSE  
RARELY

These foods are very high in unhealthy fats and/or added sugars, and are lower in nutrients. They are very high in calories.

Use **NutriMeasure** to find healthier foods for your clients when you shop!






# NutriMeasure

LIMIT:	No limit
UNIT PRICE:	No Charge
PRICE:	By Weight
FOOD ITEM:	Oranges
ITEM:	55060
QUANTITY:	No limit

**NutriMeasure**



**CHOOSE OFTEN**

These foods are rich in vitamins, minerals, and nutrients. They are low in unhealthy fats, added sugar, and

33307





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# Knowledge Check

It's time for a quick review! Take 2-3 minutes to answer the questions in the poll.

1. How many regions make up ACCFB's partner network?
2. What does FIFO mean?
3. Why does ACCFB have a nutrition policy?

nourishment collaboration nutrition security justice action  
community fruits passion dignity vegetables

# Compliance and Good Standing



**Connecting  
our  
community to  
nourishing,  
safe food.**



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# Monthly Activities





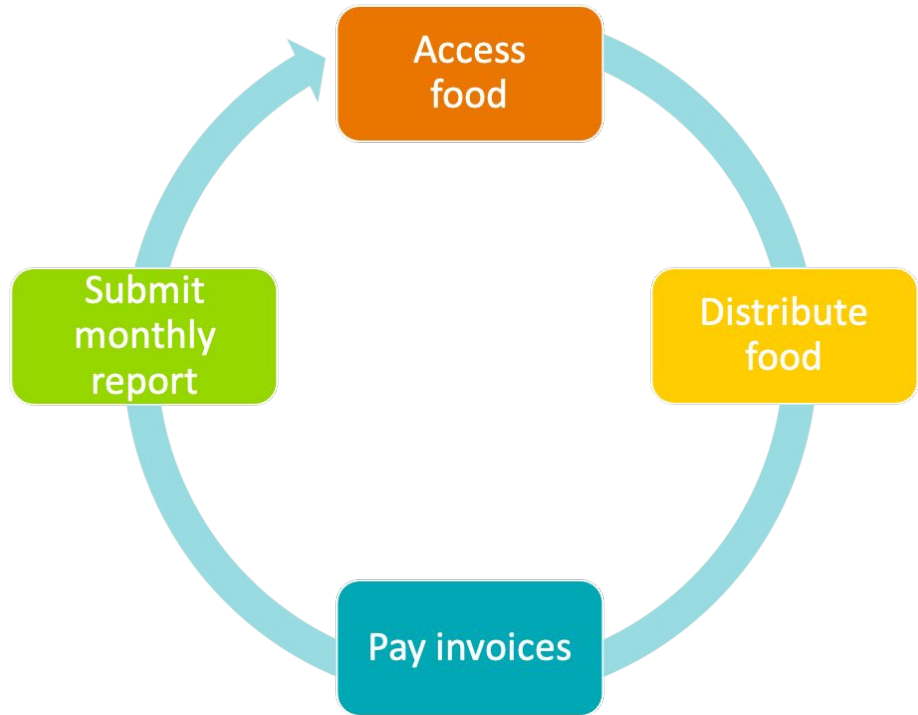
# Access Food Review

What are 3 ways to access food we've discussed?

*Community Market, Pick Up, Delivery*

What is Produce Express?

*No-appointment option for fresh produce, bread, and tortillas.*



# Distribute Food

## Site Inspection

- ACCFB is required to conduct bi-annual site inspections to ensure food safety and IRS compliance.
- Distribution visits can happen any time throughout the year by your ACCFB representative or local health department



# What's Wrong?



- × Wood (porous) shelves
- × Packed to ceiling
- × Food items possibly on the floor





# Site Inspection

## Dry Storage

- ✓ 6 in. off floor, 12 in. below ceiling, 6 in. away from wall
- ✓ Sealed, non-porous shelving
- ✓ Secured and separate from other programs
- ✓ Maintained below 80 degrees F
- ✓ Free of pests and rodents



# What's Wrong?



- × Ice build-up
- × FIFO—how would you even know?

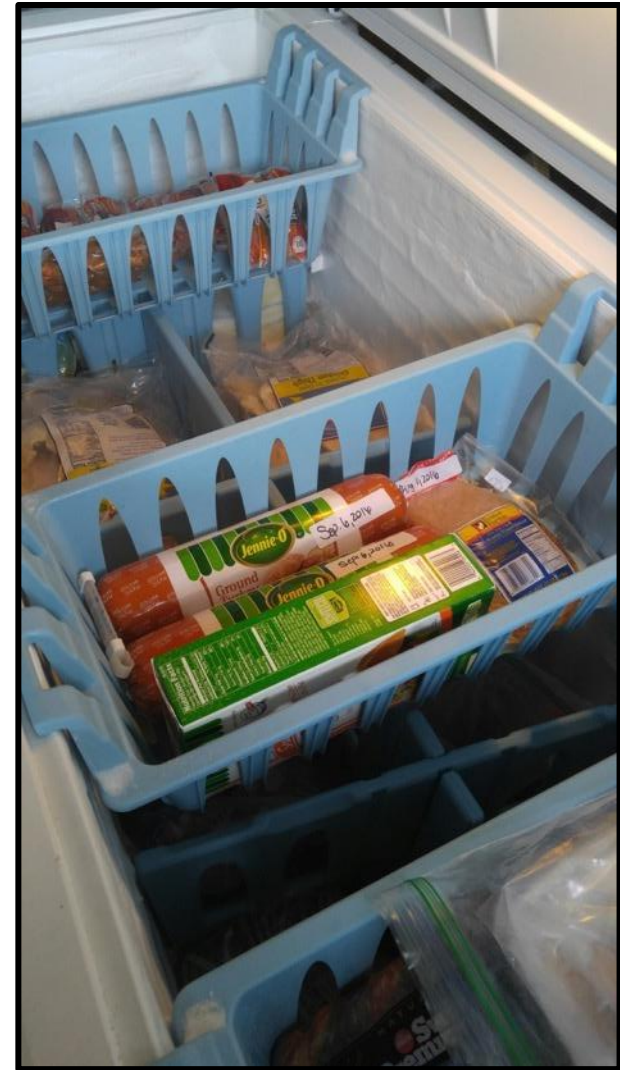




# Site Inspection

## Cold Storage

- ✓ Clean and no ice build-up
- ✓ Maintain safe storage temperatures
  - Refrigerator: 35-41 degrees
  - Freezer: 0 degrees or below
- ✓ Maintain weekly temperature log

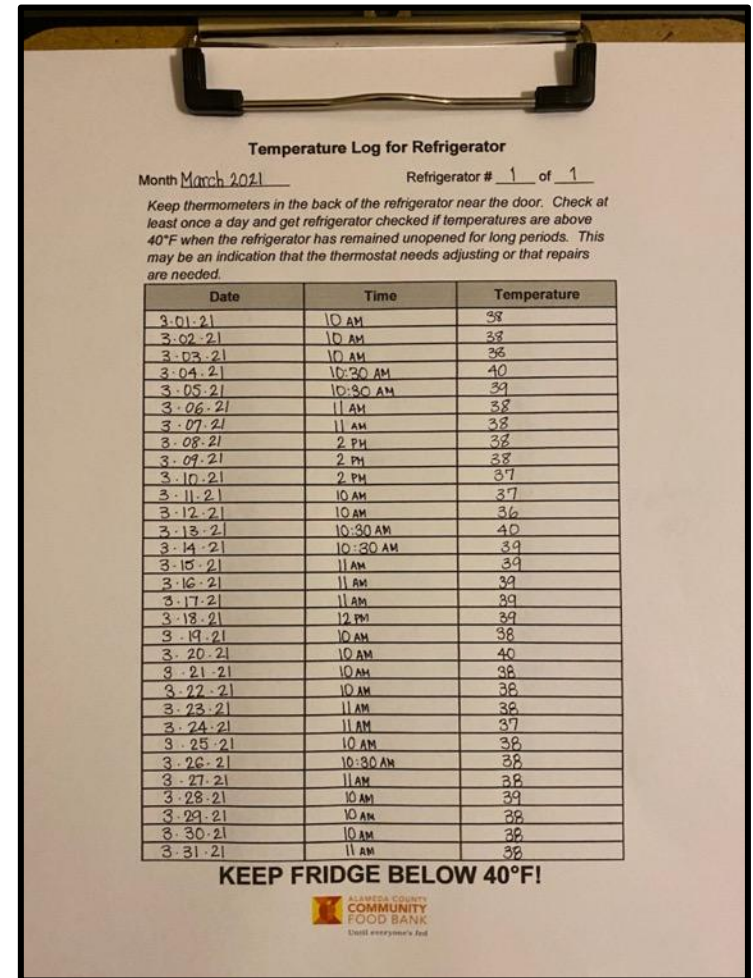




# Site Inspection

## Site Requirements

- The following documents should be found at the agency at all times:
  - Current ACCFB Agency Agreement
  - Weekly temperature logs for all cold units (freezers, refrigerators)
  - Food Bank invoices (hard/physical copies, 2 years)
  - Client sign-in/tracking logs securely stored



Freezer temperature log



# Site Inspection

## Distribution Requirements

- All public food programs must post hours of operation 24/7.



Hours of operation

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# Site Inspection

## Distribution Requirements



- Reduce barriers for clients.
- Effective communication at every stage of your food program.
- The people you serve should be made to feel safe and comfortable.

How does your organization currently work to reduce barriers and make people feel welcome, safe, and comfortable?




# Pay Invoices

- Pay your balance within 30 days.
- ACCFB can only accept checks from your organization.
  - *We cannot accept personal checks, money orders, cash, credit card, or debit card.*
- New Member Agencies are given a \$300 credit limit (balance due cannot exceed \$300).





# Activity: Partner Portal Login



**PARTNER PORTAL**

Hello, Jenny Jo Conner ▾

Home | My Agency | Shopping ▾ | Reports | Nutrition | Food Recovery | Resources | Recalls

## Resources

Search...

### ACCFB – AQI Plan

Dear Partners, We hope this finds you all healthy and safe with the recent wildfires and poor air quality issues that are exacerbating an already challenging situation with the pandemic. We wanted .....

[Read Full](#)

### ARC Connect

The Agency Relations Advisory Committee (ARC) assists the Board of Directors of Alameda County Community Food Bank by leading member agencies and the community in supporting and strengthening the Netw .....

[Read Full](#)

### COVID-19 Resources

To promote social distancing and keep clients safe during the COVID-19 crisis while receiving food at your food program, ACCFB has created the social distancing flyer. If you are in need of hard cop .....

[Read Full](#)

### Food Safety

Proper food safety practices are important and ensure that our community receives quality product. Local laws require member agencies to receive different levels of food safety training based on th .....

[Read Full](#)

### Frequently Asked Questions (FAQs)

My friend has a pantry/meal site, how do they apply to become a partner?

### Grant Opportunities

Check here regularly for grant funding opportunities you may be eligible for. Application Deadline Opportunity

### Member Agency/Partner COVID-19 Health Screening Questionnaire

### Partner Portal How-To

Welcome to your Partner Portal how-to resource! Use the guides on the right to learn more about the Portal or to train





# Partner Portal Basics



**PARTNER  
PORTAL**

Hello,



My Agency

Shopping ▾

Reports

Nutrition

Food Recovery

Resources

Recalls

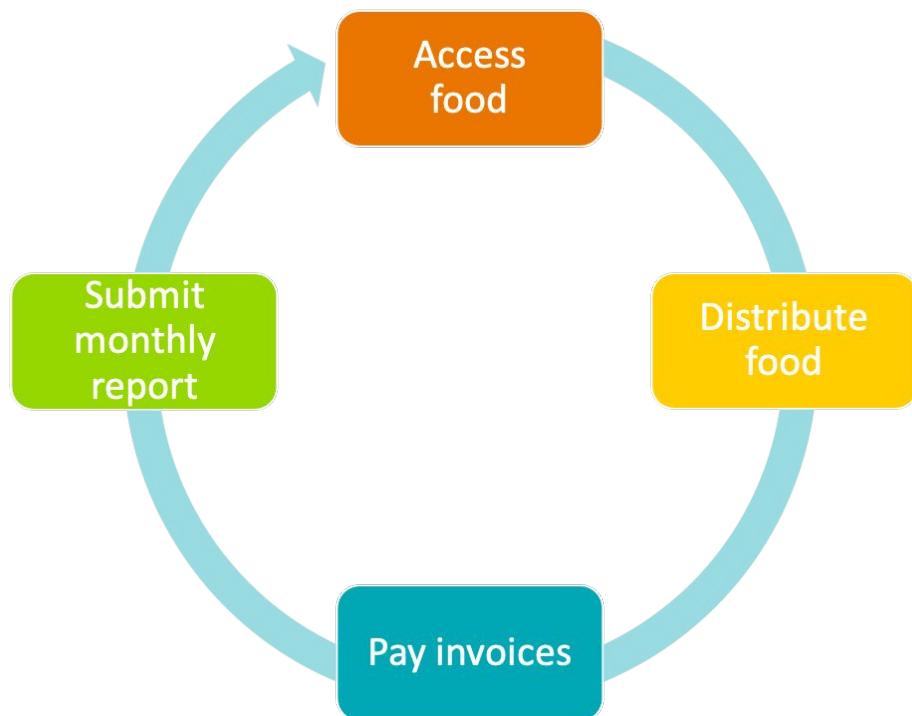
- Home: Submit Monthly Reports Here button, Account Balance, Order Forms, Agency Number
- My Agency: Review contacts, Authorized Shoppers, Request Change to Agency Info
- Shopping:
  - Account: Invoices, documents
  - Appointments: Create and manage shopping appointments
- Nutrition: Tip cards
- Resources: Grant Opportunities
- Recalls: (Updated frequently with recall information)





# Monthly Reports

- Reports are due the 5<sup>th</sup> of each month.
- Access the online monthly report form in Partner Portal.
- Report for the food program you manage such as Non-Gov. Meals and/or Non-Gov. Pantry.





# Contacts

Highest Authority – The person closest to your 501(c)(3).

Primary Contact – ACCFB’s first point of contact for your account.

Secondary Contact – ACCFB’s back-up contact for your account.

Billing Contact – ACCFB’s point of contact for accounting.

Authorized Shoppers – Designated shoppers with access to the Community Market Shopping Floor and Produce Express. *Must complete Community Market Shopping training (web-based training).*

Delivery Contact – Designated delivery contact person who is always available during your organization's delivery window.

Communicate changes to your Program Coordinator or by submitting a Change Request in Partner Portal!



# Emergency Food Helpline



Miriam Juarez  
[mjuarez@accfb.org](mailto:mjuarez@accfb.org)



**Food Helpline**  
1-800-870-3663  
1-510-635-3663

9am–4pm  
Monday–Friday

lunes–viernes  
星期一–星期五  
Thứ hai–Thứ sáu



**Need food?**  
1-800-870-3663  
1-510-635-3663

¿Necesita comida?  
需要食物嗎?  
Nhu cần thực phẩm?

[foodnow.net](http://foodnow.net)

Network partners are added to the Emergency Food Helpline after their first 90 days.





# Common Compliance Issues

- Redistributing product to another program
- Not submitting reports
- Using ACCFB product for unapproved programs
- Not notifying ACCFB of program changes

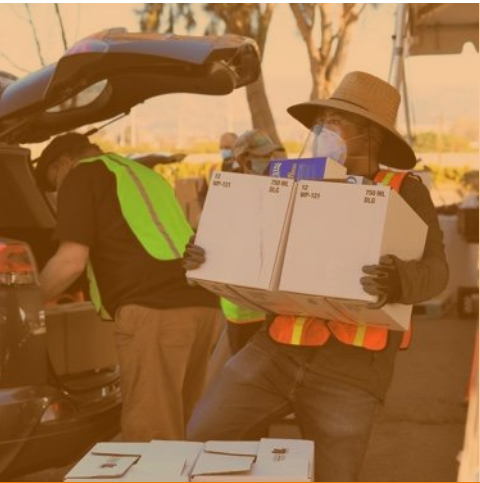


# Review: Good Standing

- Attend 2 Quarterly Network Meetings per year
- Access food every month
- Pay invoices within 30 days
- Pass site inspections
- Submit monthly reports by the 5th
- Communicate contact and program changes with your ACCFB Program Coordinator
- Participate in the Emergency Food Helpline (after 90 days)



# More ACCFB Resources



**Connect to support and resources.**



# Operations



Wilken Louie  
[wlouie@accfb.org](mailto:wlouie@accfb.org)



# Food Recovery Program (FRP)



Eyra Gonzales  
[egonzales@accfb.org](mailto:egonzales@accfb.org)



Emery Webster  
[ewebster@accfb.org](mailto:ewebster@accfb.org)





# CalFresh Outreach



Vanessa Ramirez  
[vramirez@acafb.org](mailto:vramirez@acafb.org)

Please select one of the following:

- [I NEED FOOD TODAY](#)  
More Information (?)
- [I'M INTERESTED IN CALFRESH](#)  
More Information (?)
- [I'M A SERVICE PROVIDER](#)  
More Information (?)

[FoodNow.net](http://FoodNow.net)





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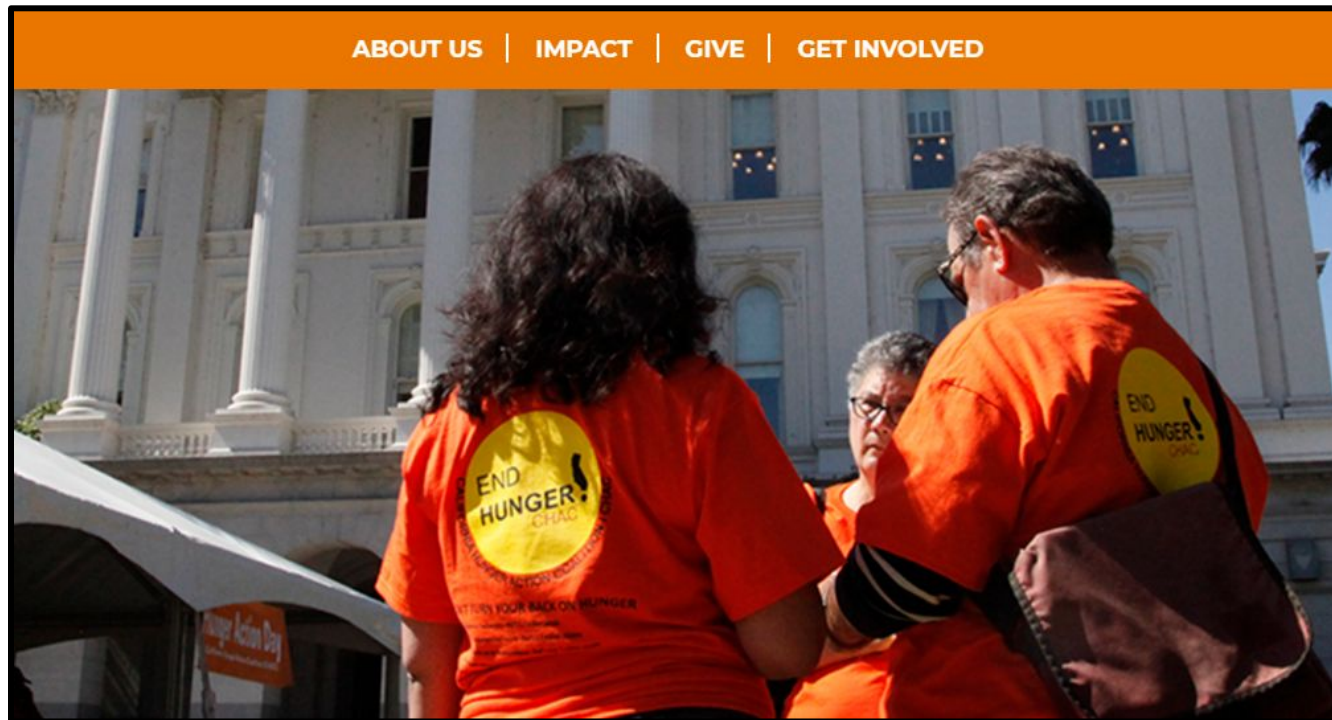
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# Advocacy



Ezer Pamintuan

[epamintuan@accfb.org](mailto:epamintuan@accfb.org)



<https://www.accfb.org/get-involved/advocacy/>



# Nutrition and Wellness

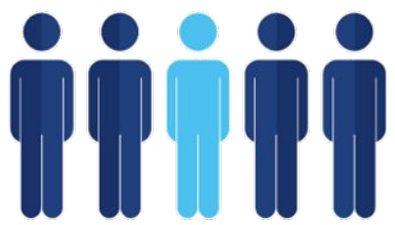


Sofia Villagomez  
[svillagomez@acafb.org](mailto:svillagomez@acafb.org)



40% of households have at least one family member with high blood pressure

20% (1 in 5) households have at least one family member with type 2 diabetes



\*Data from "Hunger in America" study in 2014



nourishment

collaboration

nutrition

security

justice

action

community

fruits

dignity

passion

vegetables

# Client Voice



Amanda Benson  
[abenson@acafb.org](mailto:abenson@acafb.org)

- Improved check-in processes, with membership cards
- Subscription to the Online Oasis Insight Database
- \$1200 Technology package for all your needs to run the program
- Automated monthly reports to the Food Bank
- Increased understanding of clients

ACCFB, our network partners, and people in need in our community are all part of the process. Everyone's voice and participation matters.



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# Regional Breakout Activity



**Making  
connections  
with each  
other.**



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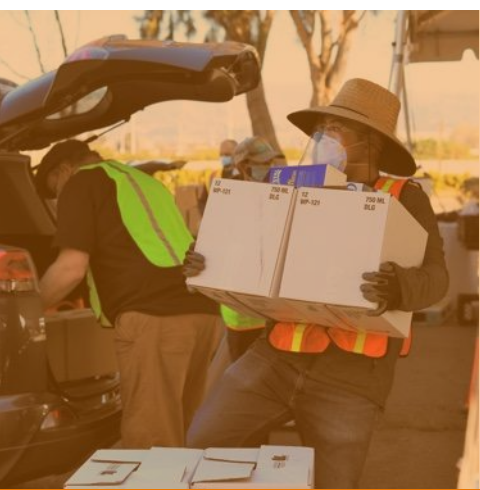
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# Summary and Review



**Connected in  
the fight to  
end hunger.**





# Summary

- Describe the Feeding America network (including you!)
- Recognize ACCFB's mission and vision.
- Describe the food available at ACCFB and the three ways to access food.
- Log into Partner Portal and describe content in the major menu topics.
- List compliance requirements for network members.
- Describe various avenues of support and resources available to your organization.







# ACCFB Jeopardy!

ACCFB Basics	Accessing Food	Food Safety	Wild Card
100	100	100	100
200	200	200	200
300	300	300	300
400	400	400	400



# Treasure Hunt



## Partner Portal Treasure Hunt

Name:

Program Coordinator:

Instructions: This fun Treasure Hunt will help you get familiar with Partner Portal. Log in to Partner Portal to answer the questions. Submit your completed Treasure Hunt to your Program Coordinator to win prizes! Contact your Program Coordinator if you need any help with this activity.

#	Question	Answer
1	What is your organization's Agency Number?	
2	In Resources, select ARC Connect: Who is the ARC Network Chair?	
3	In Shopping>Appointment: What five (5) documents are in the Order Forms section?	





# 30-60-90 Checklist



## Network Onboarding 30-60-90 Checklist

Partner Organization:

Program Coordinator:

Date or Orientation:

	To Do	Resources/Notes
<b>By 30 Days</b>	Review, sign, & submit Agency Agreement letters	
	Submit a voided check to your organization's account (mail or drop off)	
	Schedule a meeting with your Program Coordinator	
	Send a letter from Highest Authority designating Authorized Shoppers	
	Complete Online Onboarding courses assigned to you	<a href="http://accfb.talentLMS.com">accfb.talentLMS.com</a>
	Determine how you plan to access food (delivery, pick up, shopping, Produce Express). If you plan to place <u>delivery</u> or pick up orders, know your agency group code	Discuss with your Program Coordinator





# Online Onboarding



HOME

RESOURCES

## Welcome to Your Online Onboarding Connection

This page contains six online lessons that will guide you through the process of accessing food at ACCFB and important compliance activities.



Monthly activities for partner organizations



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# We Need Your Input

Please help us continue to improve Orientation by providing feedback on a short survey. Click the link (in the chat) or scan the QR code to access the survey on your mobile device.

