How To Use this Guidebook

This guidebook offers information on how to best utilize Crossroads Community Services (Crossroads). The guidebook details policies that are implemented by the North Texas Food Bank (NTFB), Crossroads Community Services, Community Distribution Partners (CDPs), and Partner Agencies as outlined by the United States Department of Agriculture, Texas Department of Agriculture, Feeding America and Feeding Texas.

As a member of North Texas Food Bank, Crossroads Community Services is accountable for policies and procedures that ensure food is distributed in a safe manner in accordance with the State, IRS and Federal laws. Crossroads Community Services expects each Agency & CDP to follow these policies and procedures as outlined, not only in this handbook, but with any signed agreements.

This guidebook will be updated regularly and is subject to change. When changes are made, a new version will be distributed, and the date below will be updated.

Guidebook Last Updated: May-19
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All documents referenced in this Guidebook can be found on the Crossroads website at www.ccsdallas.org
About Crossroads Community Services

Crossroads Community Services has focused on nourishing people and powering change since opening in 2001 as an urban outreach ministry of First United Methodist Church (FUMC), Dallas, with a mission to support economic stability and health in low-income households through an ambitious nutrition assistance initiative. In 2015, with the blessing and support of FUMC, Crossroads took a major step toward expanding its reach by becoming an independent 501(c)(3) organization.

Throughout its history, Crossroads has focused on crafting innovative solutions to the economic and health-related challenges of food-insecure people. Crossroads is the proud pioneer of the Hub and Spoke distribution model, a method to distribute substantial amounts of nutritious food directly into high-need areas by using a network of Community Distribution Partners (CDPs). In 2015, the North Texas Food Bank (NTFB) recognized the success of Hub and Spoke by deciding to implement it across its entire 13-county service area.

In recognition of our growth, innovation and achievements, the North Texas Food Bank asked Crossroads to assume operations of their 73,000 sq. ft. Pollock Campus at 4500 S. Cockrell Hill Rd. in Dallas as part of the Stop Hunger, Build Hope campaign. Serving as the NTFB’s Southern Hub, Crossroads’ food distribution service area has extended to include Ellis and Navarro Counties. Crossroads now serves over Partner Agencies in addition to Community Distribution Partners.
# HOURS OF OPERATION

**Contact/Hours of Operation**
Front Desk: 214.560.2511  
[www.ccsdallas.org](http://www.ccsdallas.org)  
Monday through Friday, 8 am to 4 pm

**Agency/CDP Distribution Service Hours**
Hub Operations: 214.560.2511  
Monday through Friday, 8 am to 2:30 pm  
*Closed 11 am to 1 pm for a break*  
First Saturday of each month, 8:30 am to 10:30 am

**Holiday Schedule**
Crossroads is closed on the following holidays:
- New Year’s Day
- Good Friday & following Saturday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving (Thursday through Saturday)
- Christmas Holiday (Week between Christmas & New Year’s)

The online ordering system, Lead Commerce, is available during all holidays observed by Crossroads. Pick-ups will resume the next business day, unless otherwise stated.

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# CLOSURES & INCLEMENT WEATHER POLICIES

**Snow or Ice Monday - Friday**
In the event of Dallas ISD closure, Crossroads will be closed as well. If your Agency/CDP has an order to be picked up at the warehouse on that day, consult local news station.

**Delayed Opening**
When Crossroads experiences an early closing, a sign will be placed on the doors acknowledging the closing.

If we have a delayed opening and you are scheduled to pick up, please contact [hub@ccsdallas.org](mailto:hub@ccsdallas.org) or call 214-560-2511 to determine if your pick up will occur as planned or if there is a need to reschedule.

**Closed**
If you have an order to pick up on the day of the closure, then your order will be available on the next business day unless your Agency/CDP contacts [hub@ccsdallas.org](mailto:hub@ccsdallas.org) or call 214-560-2511 to schedule an alternate day. We will do our best to accommodate your needs.
If Crossroads is closed more than one business day  If the Crossroads is closed or there is a delayed opening for more than 1 consecutive business day, we are unable to guarantee your order will be processed and ready as previously scheduled.

Crossroads processes orders at least 2 business days ahead of the distribution date and if consecutive delays in operating hours occur, the picking process of orders will be delayed. If you have a pickup scheduled, please feel free to call and clarify if your order is ready.

### STAFF CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Katie Peters</td>
<td><a href="mailto:kpeters@ccsdallas.org">kpeters@ccsdallas.org</a></td>
<td>214-560-2511 ext. 202</td>
</tr>
<tr>
<td>Partner Relations Account Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meagan McPherson</td>
<td><a href="mailto:mmcpherson@ccsdallas.org">mmcpherson@ccsdallas.org</a></td>
<td>214-560-2511 ext. 201</td>
</tr>
<tr>
<td>Partner Relations Account Coordinator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abel Sanchez</td>
<td><a href="mailto:asanchez@ccsdallas.org">asanchez@ccsdallas.org</a></td>
<td>214-560-2511 ext. 301</td>
</tr>
<tr>
<td>Operations Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sunsee Pearson</td>
<td><a href="mailto:spearson@ccsdallas.org">spearson@ccsdallas.org</a></td>
<td>214-560-2511 ext. 601</td>
</tr>
<tr>
<td>Accounting Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Danielle Blanco</td>
<td><a href="mailto:dblanco@ccsdallas.org">dblanco@ccsdallas.org</a></td>
<td>214-560-2511 ext. 401</td>
</tr>
<tr>
<td>Volunteer Engagement Coordinator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jesse Kramer</td>
<td><a href="mailto:jkramer@ccsdallas.org">jkramer@ccsdallas.org</a></td>
<td>214-560-2511 ext. 103</td>
</tr>
<tr>
<td>Food Pantry Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jay Cole</td>
<td><a href="mailto:jcole@ccsdallas.org">jcole@ccsdallas.org</a></td>
<td>214-560-2511 ext. 602</td>
</tr>
<tr>
<td>Executive Director</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For a full list of Crossroads staff members, please visit [www.ccsdallas.org](http://www.ccsdallas.org)
Feeding America is a nationwide network of 200 food banks and 60,000 food pantries and meal programs that provides food and services to people each year. Together, we are the nation’s leading domestic hunger-relief organization. The Feeding America network serves virtually every community in all 50 states, Washington D.C., and Puerto Rico.

The process of getting food to hungry Americans requires a dynamic infrastructure and sophisticated management. Feeding America secures donations from national food and grocery manufacturers, retailers, shippers, packers, and growers, and from government agencies and other organizations. Feeding America then moves donated food and grocery product to member food banks.

The food banks in turn distribute food and grocery items through food pantries and meal programs that serve families, children, seniors, and others at risk of hunger. Last year alone, the Feeding America network distributed more than 3 billion meals to people in need.

Feeding America nationwide network of food banks also supports programs that improve food security among the people we serve; educates the public about the problem of hunger; and advocates for legislation that protects people from going hungry. Individuals, charities, businesses, and government all have a role in ending hunger.
Feeding Texas, formerly known as the Texas Food Bank Network is a statewide, 501c3 nonprofit organization. Their mission is to lead a unified effort for a hunger-free Texas. Feeding Texas moves millions of hungry Texas toward food security through a statewide network of food banks; strengthens the collective response of hunger through collaborations and scaling success; and leads the public conversation to solve hunger in Texas.
Our Partners

Crossroads is proud to be a member of the North Texas Food Bank Feeding Network.

In 2016, we were designated as an official HUB for the North Texas Food Bank (NTFB). A Hub is a large community organization that essentially operates like a mini-food bank. We redistribute food provided to us by the North Texas Food Bank and supply it to dozens of Partner Agencies and Community Distribution Partners (CDPs). We are proud to share North Texas Food Bank’s vision to provide access to 92 million nutritious meals per year by 2025. The goal reflects the current need for food assistance in NTFB’s 13-county service area.

Roughly XXX% of all the food Crossroads distributes is through our Network of Partner Agencies and Community Distribution Partners.

COMMUNITY DISTRIBUTION PARTNERS
A Community Distribution Partner (CDP) is a non-profit organization or church that distributes food to clients on a set day and time. A CDP must distribute the food they receive from Crossroads within a specific time frame. Because of this, they do not store food like a typical food pantry.

Through our CDPs, Crossroads has been able to get more nutritious groceries to more people in areas where micro-pockets of poverty and food insecurity exist and access to nutritious foods is lacking. By design, CDPs are located to better serve their neighbors who are elderly, living on fixed incomes, or do not have transportation available to visit our pantry or others. Crossroads works with over 50 CDPs to help distribute food across Dallas County.

PARTNER AGENCIES
Partner Agencies are food pantries, soup kitchens, shelters, etc. that distribute food directly to individuals and families in need. Partner Agencies have the ability to store food for extended periods of time. Crossroads works with 40+ Partner Agencies to help distribute food across Dallas, Ellis and Navarro County. Roughly 63% of all the food Crossroads distributes is through our Partner Agencies.
Donation Liability

THE GOOD FAITH DONOR ACT – TEXAS LAW

On June 10, 1981 the Texas State Legislature passed legislation, commonly referred to as the Good Faith Donor Act, to address liability for damages resulting from the condition of donated items. The state law reads as follows: A person who donates apparently wholesome food to a nonprofit organization for distribution to the needy is not subject to civil or criminal liability that arises from the condition of the food, unless an injury or death results from an act or omission of the person that constitutes gross negligence, recklessness, or intentional misconduct. A nonprofit organization that distributes apparently wholesome food to the needy at no charge and that substantially complies with the applicable local, county, state, and federal laws and rules regarding the storage and handling of food for distribution to the public is not subject to civil or criminal liability that arises from the condition of the food, unless an injury or death results from an act or omission of the organization that constitutes gross negligence, recklessness, or intentional misconduct.

THE EMERSON GOOD SAMARITAN FOOD ACT – FEDERAL LAW

On October 1, 1996 the Emerson Good Samaritan Food Donation Act (Emerson Act) was enacted. The Emerson Act is a federal law that provides national standards regarding food donations so that donors have consistent liability information for interstate donations.

The law addresses the liability concerns of donors who contribute food in good faith and states the following: To encourage the donation of food and grocery products to nonprofit organizations for distribution to needy individuals by giving the Model Good Samaritan Food Donation Act the full force and effect of law. A person or gleaner shall not be subject to civil or criminal liability arising from the nature, age, packaging, or condition of apparently wholesome food or an apparently fit grocery product that the person or gleaner donates in good faith to a nonprofit organization for ultimate distribution to needy individuals, except that this paragraph shall not apply to an injury to or death of an ultimate user or recipient of the food or grocery product that results from an act or omission of the donor constituting gross negligence or intentional misconduct. The term “apparently wholesome food” means food that meets all quality and labeling standards imposed by Federal, State, and local laws and regulations even though the food may not be readily marketable due to appearance, age, freshness, grade, size, surplus, or other conditions.
Agency/CDP Agreements

There are regulations set by NTFB, Feeding America, USDA, TDA and Feeding Texas that must be followed to maintain a contract.

Each Agency/CDP must have a signed Partnership Agreement and TEFAP Agreement on record. A Crossroads representative will ask the Executive Director to sign a new Partnership Agreement and TEFAP Agreement when necessary. Each Agency receives a Compliance Audit every two years. Each CDP receives a Compliance Audit every year.

All Agencies/CDP’s are expected to abide by the rules and regulations specified in the Partnership & TEFAP Agreements. All key people in your organization should be familiar with both the contract and the requirements.

SUSPENSION

An Agency/CDP may be placed on probation or suspended for using donated food or other products in a manner that is not approved by Crossroads & NTFB. Failure to comply with requirements may result in loss of partnership.

VOLUNTARY TERMINATION OF PARTNERSHIP

Either the Agency/CDP or Crossroads may voluntarily terminate its partnership, for any reason, in writing by the highest authorized person of the program, at any time. If terminated by the Agency/CDP, the Agency/CDP will be responsible for immediately paying Crossroads any outstanding/owed handling fees or other fees for products received prior to its termination.

IN VOLUNTARY TERMINATION OF PARTNERSHIP

If any of the terms or conditions of partnership are violated by the Agency/CDP, Crossroads has the right to terminate the partnership. Alternatively, Crossroads may suspend the Agency/CDP’s active status and implement a plan of corrections that will require full compliance prior to removal of the Agency/CDP’s suspension. The decision to terminate or suspend an Agency/CDP shall be governed exclusively by the decisions of Crossroads.

Possible violations include, but are not limited to:

- Paperwork discrepancies
- Procedural misconduct
- Civil Rights violation
- Legal infractions
- Over limit/Account arrearage
Agency/CDP Accounts

As an Agency/CDP of Crossroads, you will receive an account that is tracked by your organization’s name. The account contains all the relevant information such as your program director, mailing address, physical address, county, fax number, phone number, and e-mail address.

If an Agency has multiple programs, each account will be treated as a separate entity. Each program must order and submit monthly reports separately.

CHANGES TO ACCOUNTS

Please notify the Crossroads Hub Team of any changes within your organization by submitting updates to hub@ccsdallas.org

- Staff Changes: Mailing address, phone number, administrative contact, food contact, or billing contact
- Organization Changes: Agency/CDP name, location, hours of operation, type of services provided, or status of any licenses or permits

PAYMENT TERMS

All payments must be submitted within 30 days from the invoice date. Invoices are sent at the time of processing by email through Lead Commerce. This is considered your invoice; Crossroads will not send separate emails for your records. Please forward the invoice to your accounting department if necessary.

Payments made after 30 days are considered late and the account could be placed on hold.

PAYMENT PENALTIES

Crossroads expects timely payment of your bill as it is important that all accounts be kept up to date. If an Agency/CDP account has invoices 31+ days past due, the Agency/CDP will be contacted by email and a request for payment will be made.

If an Agency/CDP account has invoices over 31 days past due, the Agency/CDP may be placed on ACCOUNTING HOLD and will be unable to order food or receive produce until the account is brought current.

If Crossroads receives a returned check, the Agency/CDP will be contacted. Repayment should be in the form of a money order or cashier’s check. A $25.00 returned check fee will be applied to the account.
The United States Department of Agriculture (USDA) is responsible for developing and executing U.S. Federal government policy on farming, agriculture, and food. It aims to meet the needs of farmers and ranchers. It also promotes agricultural trade and production, works to assure food safety, protects natural resources, fosters rural communities, and helps to end hunger in the United States and abroad.

Why these Federal Programs are so important: they bring food to those who need it in your community!

There are several different ways USDA helps to distribute food, and one way is the TEFAP program. The Emergency Food Assistance Program (TEFAP) supplements the diets of low-income Americans by providing emergency food and nutrition assistance at no cost. Through TEFAP, TDA food bank contractors (NTFB) distribute USDA-donated food to emergency feeding organizations such as food pantries, soup kitchens, and housing authorities. These organizations supply commodities to participants through prepared meals that are served on-site and food packages that may be consumed at home. TEFAP is administered at the Federal level by TDA. Since NTFB and Crossroads participate in the TEFAP Program, there are several policies that must be followed. Full detail of polices can be viewed on the Crossroads website.

TEFAP AGREEMENT

The Texas Department of Agriculture (TDA) has developed a standard agreement for The Emergency Food Assistance Program (TEFAP) between contracting entities (CEs), the North Texas Food Bank and Partner Agencies (sites). This agreement covers all of the federally required information that must be included in agreements between CEs and sites.

- This agreement is signed by Executive Directors
- This agreement is signed in conjunction with your Partnership Agreement
- This information should be shared with key staff & volunteers
TEFAP HOUSEHOLD APPLICATION

This form has all the required data that USDA requires a client to complete in order to receive TEFAP product and must be the only form used to determine eligibility.

PARTICIPANT AGREEMENT, RIGHTS, OBLIGATIONS, AND FAIR HEARING REQUEST

This form should be given to the client at the time of certification. It states the client’s rights, obligations, and how to file a fair hearing request.

WRITTEN NOTICE OF BENEFICIARY RIGHTS

To comply with federal regulations, sites located at religious organizations must implement the following:

- Agencies must prominently post a written notice such as The Emergency Food Assistance Program Written Notice of Beneficiary Rights at the next distribution and at each subsequent distribution.
- Agencies must use The Emergency Food Assistance Program and Commodity Supplemental Food Program Beneficiary Referral Request each time a participant requests a referral to an alternative program provider.
- As with all program records, sites must keep the referral request for three years. During compliance audits, Crossroads will ensure the use and retention of this form.

AND JUSTICE FOR ALL POSTER

USDA released an updated civil rights poster that must be prominently displayed and visible to clients. The purpose of this poster is to give contact information if clients feel their civil rights have been violated. The civil rights disclaimer on your intake/application indicates that you do not discriminate on any basis. If you do not have the most recent poster (dated December 2015), please contact the Crossroads Hub Team at hub@ccsdallas.org.

CIVIL RIGHTS

USDA and state guidelines define civil rights as the non-political rights and freedoms protecting individuals from unwarranted action by government, private organizations, and individuals. Civil rights ensure one’s ability to participate in the civil and political life of the state without discrimination or repression.

Under federal law, any Agency/CDP or organization receiving federal financial assistance is prohibited from discrimination based on race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, and sexual orientation including gender identity.

Every Agency/CDP receiving USDA products must post the “And Justice for All” poster in a noticeable place to illustrate to clients that your Agency/CDP conforms to all current civil rights laws.

TRAINING

As a requirement of TDA/USDA, all volunteers and staff assisting with food and nutrition service programs will need Civil Rights training annually. Signed documentation acknowledging an understanding of the outlined policies and procedures are to be kept on file for 2 years for all staff and volunteers that come into direct contact with clients receiving assistance. Failure to comply with this standard may result in an Agency/CDP account being placed on hold.
USDA NON-DISCRIMINATION STATEMENT

The Non-Discrimination statement should be printed on your application, sign-in sheet, pamphlet, or flyer in its entirety. You may place this statement in English and in Spanish. This statement declares that your Agency/CDP doesn’t discriminate against any client.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency/CDP (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust. html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
(2) fax: (202) 690-7442; or
(3) email: program.intake@usda.gov

This institution is an equal opportunity provider.
Policies and Compliance

As a partner of Crossroads, your Agency/CDP has agreed to adhere to and maintain certain standards by signing the Crossroads Partnership Agreement. Failure to comply with the Partnership Agreement and the associated responsibilities could lead to the inactivation, or even suspension of your Agency/CDP’s account with the Crossroads.

COMPLIANCE AUDITS

Crossroads’ Partnership Agreement states that all Agencies/CDP’s are to permit Crossroads personnel to monitor the program, including the authority to check records and inspect the facility. These compliance audits are conducted every 2 years for Agencies and every year for CDP’s by a Hub Team representative.

Agency/CDP site visits are conducted in order to:

- Ensure the highest sanitation and food safety standards are being upheld
- Review Agency/CDP record keeping practices, inventory processes, and storage conditions
- Improve and increase communications between Crossroads and our Agencies/CDP’s
- Seek feedback on how we can better serve our partners and build capacity

A Hub Team representative will contact the Agency/CDP to schedule compliance audits. Upon completion of a compliance audit, the Hub Team representative will email the Agency/CDP with any non-compliance issues, which must be followed up within 30 days. If an Agency/CDP fails to resolve an issue within the 30-day timeframe, or has failed to respond to follow up inquiries, the Agency/CDP will be placed on administrative hold and cannot place orders until the issue has been resolved.

AGENCY/CDP SITE VISIT CHECKLIST

<table>
<thead>
<tr>
<th>Temperature Logs</th>
<th>Logs should be updated every day that your feeding program is operating or a minimum of every other day, immediately after a power loss is suspected or known, and late each Friday afternoon and early Monday morning. All refrigeration units should have a thermometer placed within them. Temperatures should be 34° - 40° refrigerated and -10° - 0° frozen.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Storage Area</td>
<td>All food must be stored a minimum of 4 - 6 inches above the floor and a minimum of 1 inch away from the wall. Products should be consistently rotated to prevent food from spoiling. The pantry and kitchen areas should be neat and clean. The food storage area should have the ability to be secured if necessary. Do not mix food and chemicals. CDPs are required to distribute all product within 48 hours of pick up.</td>
</tr>
<tr>
<td>Packaging</td>
<td>Heavily rimmed or seam-dented canned foods or packaged foods without the manufacturer’s complete labeling should not be distributed or made available to clients. Please refer to Sorting 101 document.</td>
</tr>
<tr>
<td>Food Safety Certification (Agencies only)</td>
<td>This certification is required for at least one representative for all Partner Agencies and is good for 2 years. One certification can be obtained through the Food Bank using an online training system that is free of charge. You can also take this class at your local community college or city/county offices.</td>
</tr>
<tr>
<td>Food Handlers Certification (CDP’s only)</td>
<td>This certification is required for at least one representative at a CDP. It is good for 2-3 years depending on the certification. All CDPs are responsible for obtaining the certification from an outside source. Please contact the Hub Team if you need help finding a source.</td>
</tr>
<tr>
<td>Food Manager Certification</td>
<td>This certification is required for at least one representative at On-Site Agencies and is good for 5 years. This certification can be obtained through your local community college or city/county offices.</td>
</tr>
<tr>
<td>Health Inspection (Agencies only)</td>
<td>A copy of this inspection is necessary for all on-site feeding programs that prepare meals. There are a few exceptions; please contact a member of the Hub Team for more details.</td>
</tr>
<tr>
<td>Pest Control (Agencies only)</td>
<td>Ensure that a licensed pest control company treats all program sites at least twice a year, and more frequently if there are signs of infestation.</td>
</tr>
<tr>
<td>Qualifying Clients by TEFAP Guidelines</td>
<td>The guidelines are provided annually by TDA and are used to qualify clients to receive products and produce. The TEFAP Household Application should be used to gather income information from clients to determine their eligibility.</td>
</tr>
<tr>
<td>Non-discrimination statement</td>
<td>This disclaimer should be printed on your application, sign-in sheet, and pamphlet or flyer.</td>
</tr>
<tr>
<td>Civil Rights Poster</td>
<td>This poster must be displayed in an area that is clearly visible to the clients. A Hub Team representative can supply you with a copy if your Agency/CDP does not have one.</td>
</tr>
<tr>
<td>Civil Rights Training</td>
<td>This training is required annually for all key staff and volunteers interacting with applicants. Agencies/CDPs are responsible for documenting the training by obtaining signatures on a training log. The Agency/CDP must retain the logs from the previous 2 years for review at the Compliance Audit visit.</td>
</tr>
<tr>
<td>Posted Hours of Operation (Agencies Only)</td>
<td>The days and hours of operation must be visible to someone walking by the building. Pantries must distribute food on a regularly scheduled basis: a minimum of once per week in urban areas for a total of at least three hours a week, and a minimum of once per month in rural areas for a total of at least three hours per month.</td>
</tr>
</tbody>
</table>
Board of Directors  
(Agencies only)  
Provide a current copy of your board members with contact information.

Annual or  
Monthly Budget  
(Agencies only)  
Provide a current copy of your food budget or yearly spending average.

Packing Slips  
Must be signed by two different individuals and kept for at least 3 years.

Invoices  
Must be kept for at least 3 years.

CLIENT CERTIFICATION

- The Agency/CDP must keep accurate records and screen/recertify clients annually to assure that eligibility requirements are met.
- Client information must be current and confidential. Records should be stored in a locked cabinet.
- Client must meet TEFAP income guidelines, which are 185% below the federal poverty level. This guideline is to be used by all staff/volunteers that conduct the intake process. This guideline is updated annually by the state of Texas.
- If the client does not meet the income eligibility guidelines, he/she can be served on an emergency basis. The Agency/CDP is required to record the reason for the client’s emergency.

ACCEPTABLE AGENCY/CDP PRACTICES

- Place signs and pamphlets of a religious or secular nature in clear view of clients.
- Restrict a client who is abusive or disruptive to your program or Agency/CDP (you should document all of these occurrences – see the Grievance Policy).
- Distribute food received from other sources, provided that it is treated exactly like food received from Crossroads.

UNACCEPTABLE PRACTICES

- Discriminate against a client in any way in accordance with the Civil Rights of the client.
- Require a client to provide a social security card or any other documentation related to citizenship in order to receive food from your Agency/CDP.
- Have a separate standard for handling, storing or distributing product from any other procured food from other sources. (All product must be treated equally)
- Make stops of any sort after picking up product from Crossroads or a delivery site for the safety of all product.
- Sell or barter Crossroads products for goods and services from a third party.
- Take any Crossroads products for personal use.
- Share any items received from Crossroads with another organization (exceptions include bakery and produce, with prior approval from Crossroads).
- Require clients to participate in a religious activity (i.e. pray, read, listen, etc.) as a precondition to receive food.
- Be inconsistent with your days and hours of operation.
- Operate other feeding programs involving cost at the same time or place as Crossroads distribution.
- Accept monetary donations at the time of distribution.
- Charge a client a fee for any food service
- Use donated products for the purpose of fundraising. Example: spaghetti dinners and bake sales

ADDITIONAL STANDARDS

- If your Agency/CDP has volunteers who are also clients, they should be served on a different day than when they volunteer. Client volunteers should not receive special treatment; they should go through the intake process, should not receive more food than non-volunteers, and should not serve themselves. Volunteers must be eligible to receive food by meeting the TEFAP income guidelines and not shown favoritism.
- You do not “buy” food from Crossroads; you pay a “handling fee.” Internal Revenue Service (IRS) regulations prohibit the re-selling of donated food. While IRS regulations prohibit the re-selling of donated food, they specifically permit food banks to charge a small fee to help offset the costs associated with handling donated food. This is what the NTFB & Crossroads calls the handling fee. As an Agency/CDP you are not “purchasing” food from Crossroads but being assessed this handling fee. This fee represents less than half of all costs associated with making donated food available to Agencies/CDPs by Crossroads.
- When discussing your partnership with Crossroads with the public through your newsletters, appeal letters, grants, websites, or media interviews, please do not make any reference to “buying” food from Crossroads or NTFB. It generates an inaccurate impression and could jeopardize the ability of individuals and businesses to receive tax deductions for their product donations.
- Each program is required to order Crossroads products separately according to the planned use: on-site or pantry. If the Agency has more than one program at the same location, products should be stored separately and used only for the specific program in question. (Partner Agencies Only)
- If your Agency/CDP or program is expanding, the new entity must undergo the same process of application approval and a site visit must be conducted.

RIGHT TO REFUSE SERVICE

In order to maintain a high standard of service and provide a safe work environment for your employees, volunteers, and client families, Agencies/CDPs have the right to refuse or discontinue service to unruly clients. Services may only be denied to a client who acts inappropriately by disrupting the normal provisions of services, or if a client’s behavior or environment threatens the safety of the Agency/CDP’s employees, volunteers, or clients. If your Agency/CDP refuses any service, document all parties involved and describe the incident in full with dates of occurrence.

Inappropriate behavior includes, but is not limited to the following:

- Unreasonable demands for services
- Threatening or erratic behavior
- Misrepresentation for the need of services
- Personally threatening or offensive language
Food and Warehouse Policies

In an effort to support an organized and safe warehouse environment, Crossroads reserves the right to enforce safety policies and procedures and rules and regulations which apply to all employees, Partner Agencies, CDPs, volunteers, and visitors. These standards also ensure that all Agencies/CDPs receive efficient service while complying with OSHA requirements.

Please adhere to all Crossroads’ facility requirements while in the warehouse, as listed below:

- No eating or drinking is permitted in the warehouse; spills can pose serious safety hazards
- Closed-toe shoes are required for anyone entering the warehouse
- Cell phones cannot be used in the warehouse
- Stay within the designated areas of the warehouse. Agencies/CDPs are not permitted throughout the general warehouse without supervision.
- Agency/CDP representatives are not allowed to touch/use/operate any equipment in the warehouse
- Agency/CDP representatives must sign packing slip for food received before leaving
- No additional product will be given. For example: Product that is available for order online cannot be added to an order on the day-of pick up. The only exception is for fresh produce and fresh milk (when available)
- Follow any and all safety instructions given by a Crossroads staff member and notify any personal of potential safety hazards

AGENCY / CDP FOOD PICKUP

Agencies/CDPs pick up their orders on the date and time scheduled through the online system. Orders will not be ready for pickup until the date that was scheduled in the ordering system. Once you receive your order, all product must go directly to previously approved locations, and product requiring refrigeration that are not immediately distributed must be properly stored.

Pick up is defined as an Agency/CDP coming to Crossroads to retrieve products.

- Pickups take place at 4500 S. Cockrell Hill Rd, Dallas, TX 75236
- You should arrive at your pre-scheduled pick up time.
- Park in appropriate spaces in the front of the building.

Once parked, go to the door and ring the bell. A staff member will open the door. A sheet listing fresh produce and add-on items will be available for you to order.
Pallet Blanket for Refrigerated and Frozen Product

All Agency/CDP representatives receiving refrigerated or frozen product from Crossroads will be REQUIRED to use a pallet blanket(s) to transport the goods. Once your pallet blanket is issued, you will not be allowed to receive your order with refrigerated items without it.

- There is a $70.95 non-refundable replacement fee for all lost or forgotten pallet blankets.

It is the Agency/CDP’s responsibility to secure the blanket with items such as bungee cord, straps, or nets.

PRODUCT RETURN POLICY

Crossroads is committed to providing Agencies/CDPs and clients with safe food. All items are inspected upon arrival at Crossroads. Agencies/CDPs are responsible for inspecting all orders for purity and fitness for consumption. Please check for accuracy and ensure that all products are in good condition. If you notice any issues, please contact the Hub Team immediately.

<table>
<thead>
<tr>
<th>Possible order discrepancies</th>
<th>Missing items</th>
<th>Incorrect items</th>
<th>Excessively damaged goods</th>
</tr>
</thead>
</table>

*Please keep in mind that when you receive assorted items, approximately 10% or more of items will be unusable. This will not be credited and will need to be discarded by your Agency/CDP.*

To receive a credit for an item due to discrepancy, please complete the Credit Request Form (on Crossroads’ website) within 3 business days from which the product was received. If a credit request is received more than 3 business days after the product was picked up, a credit will not be issued.

On the Credit Request Form, you must include your Agency/CDP name, order or invoice number and the item number that is in question. The product must be returned in the condition in which it was received. Products distributed in cases must be returned as a full case, no exceptions.

If you receive an incorrect item in your order, and you wish to keep it, you will be charged for the price of the item received.
Product Recall

If Crossroads receives notification of a product recall on an item that we provided, your Agency/CDP will be contacted immediately based on our list of Agencies/CDPs that received that particular product. However, we rely on your Agency/CDP to communicate this information to clients. If there was a handling fee for the product, your Agency/CDP account will be credited the correct amount. Crossroads will also provide instructions regarding how to destroy recalled products.

If your Agency/CDP receives recalled items, please take the following action:

- Check any donations that you receive for the applicable product
- Quarantine the product and wait for additional instructions from Crossroads & NTFB
- Promptly and efficiently provide food recall or advisory information to any of your clients who may have received some of the recalled products through flyers, posters, or informing clients in person

The Recalled Product list can be found on the Crossroads website. Agencies/CDPs may visit www.foodsafety.gov or www.squaremeals.org/News/RecentRecalls.aspx for additional information.

MISSING A PICKUP

If your Agency/CDP fails to pickup an order during your designated day/time, reach out to the Hub Team to reschedule the pickup. Crossroads can only hold food for 1 week after the pickup day has passed. If your organization fails to pickup the order within the one-week period, the order will be cancelled and returned to inventory. A restocking fee of $0.02/lb. will be applied to the Agency/CDP account.

REQURED FOOD SAFETY TRAINING

In an effort to maintain the integrity of the food distributed by Crossroads & NTFB, while ensuring it remains healthy and safe for consumption, Agencies/CDPs must be trained in proper food storage and safe handling practices. Each Agency/CDP agrees to observe safe food handling practices in transportation, storage, handling, and distribution of food.

One representative from each Agency/CDP must undergo food safety training to remain compliant with Crossroads policy. This will ensure that proper food safety knowledge and practices are being implemented throughout our network. In the event the Agency/CDP representative with food safety training departs from the organization, notify Crossroads as another representative will need to be trained within 30 days.

FOOD STORAGE: HANDLING AND SAFETY PRACTICES

Safe food storage practices are an essential part of maintaining a good food program, pantry, or onsite.

- Food should be stored in a room or area which will prevent the entry and harboring of pests such as roaches and rodents. Check walls, ceilings and shelving, windows, doors and frames, and seal or repair as necessary.
○ If the room cannot be locked, make sure it is clearly marked for the food program. If you must use shared space, such as a part of a church kitchen, make sure your designated storage area is clearly marked for your specific program’s food storage ONLY and that everyone with access to the storage area understands this.

○ Store food properly, keeping all food, including bulk bags, off floors. If necessary, you may use pallets to store food in a pantry as long as they can be easily moved for cleaning and inspection. Packaged pest-prone products such as rice and beans may need to be kept in tightly-lidded, flexible plastic containers. Shelves should be far enough off the floor (at least four to six inches) so they can be easily cleaned and checked for signs of food leakage or pests.

○ Check food stock regularly for quality. Check incoming food to make sure it is free from spoilage or contamination. Rotate stock: first expired, first out. While checking food stock, discard any bloated or rusty cans, containers without a label, open containers, out of date baby food or formula, and containers which show signs of tampering. Leave room on the shelves so that food can be easily moved around for inspection of stock and shelves.

○ Discard anything you have doubts about. Contact your local health department for more information about sorting and storing food, and for information about their requirements for agencies that store and distribute food.

○ Store unsorted product away from food that is ready for distribution.

○ Store non-food items separately from food. Some common non-food items such as soaps and cleaning products can be hazardous. Never store non-food items above or directly with food.

○ Occasionally, meats may be frozen prior to their expiration date. You may distribute this to clients if that product is distributed frozen within 6 months and clients are told to prepare the entire product immediately after thawing. Previously frozen foods should never be thawed and then re-frozen.

CLEAN STORAGE AREAS REGULARLY

Keep food storage areas clean. Trash containers must be covered, isolated, and emptied daily. All food storage areas should be checked and cleaned at least once per week, including refrigerators, freezers, and floors. Specific cleaning chores should be assigned with attention paid to detail. While cleaning, check for soundness of food (open containers or packages), leaks, and signs of pests. If signs of pests are found, immediately discard any food with possible contamination, find where the pests are coming in, and seal entrances. Sanitize the pantry with a solution of one tablespoon bleach to one gallon of water.

CHECK DATES AND INSPECT THE PRODUCT

Some foods may last beyond the “sell by” or “best when used by” date. The quality and freshness may be compromised, but they are still considered safe to eat. Discard foods that are bottled or jarred past the expiration date or if liquids appear cloudy or discolored. Always inspect your product upon receiving. Refer to the ‘Distribution Guidelines’ document on the Crossroads website.

WHEN IN DOUBT, THROW IT OUT!

Crossroads’ policy is to discard bulging, rusted, or severely dented cans with metal touching metal, opened or leaking packages, and broken seals. If you notice items with these flaws when you unpack them at your facility, do not distribute them or cook with them. Refer to the ‘Sorting 101’ document on the Crossroads website.
KEEP COLD FOODS COLD AND HOT FOODS HOT

Frozen and refrigerated product should be maintained in cold temperatures during transport if possible. It should also be delivered and stored as quickly as possible. Food that is exposed to the temperature danger zone between 41-135 degrees Fahrenheit for more than 4 hours may become unsafe to eat.

TEMPERATURE CONTROL

Be sure to monitor your coolers and freezers for maintaining the proper and safe temperatures. Functional thermometers must be present and visible in all storage areas. Temperature logs can show discrepancies in climate over a period of time. Fluctuating temperatures can be a sign of malfunctioning equipment which may need to be repaired or replace.

- Store non-perishable foods at safe temperatures. Non-perishable food should be kept in a cool, dry area with proper ventilation. A small air conditioner may be necessary to maintain a moderate temperature (75 to 78 degrees) to protect food from extreme heat and humidity.
- Store perishable food at safe temperatures. Keep temperature gauges in each refrigerator and freezer compartment. Average safe temperature in refrigerators is between 34 and 40 degrees Fahrenheit; freezers should be between 0 and -15 degrees Fahrenheit. Check readings frequently.

<table>
<thead>
<tr>
<th>Storage Area</th>
<th>Proper Temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refrigerators</td>
<td>33°F – 40° F</td>
</tr>
<tr>
<td>Freezers</td>
<td>0° F or below</td>
</tr>
<tr>
<td>Dry Storage</td>
<td>50° F – 75°F</td>
</tr>
</tbody>
</table>
Ordering Food

FOOD SOURCING

Where does NTFB & Crossroads get its products?

- Local Donations: Local food companies, wholesalers, distributors, retailers, community members, faith groups, and businesses
- Feeding America: The national nonprofit organization that solicits donated food and grocery products from national suppliers for distribution through the Food Bank network
- USDA: The United States Department of Agriculture provides food through the Emergency Food Assistance Program (TEFAP)
- Purchased Food: NTFB & Crossroads purchases a variety of staple items from outside vendors to help ensure a reliable supply of nutritious foods to our feeding programs. Our core inventory items include rice, beans, ground meats, pasta, fresh and canned fruits and vegetables, peanut butter, tuna, milk, and eggs.

ADDITIONAL SOURCES OF PRODUCT

The Agency/CDP should not rely exclusively on Crossroads for its food and grocery products. Agencies/CDPs should make an effort to obtain other sources of food by seeking donations, working with sponsors, and, if necessary, purchasing from a wholesale or retail store.

AVAILABLE PRODUCTS

Handling Fee (HF) Items: Items that are costly to source, store, and distribute have a shared handling fee. Current HF items are $0.14 cents per pound and may be revised at the discretion of the Crossroads & NTFB Board of Directors.

Non-HF Items: Items available at zero HF to the Agency/CDP; available on Lead Commerce and as an add-on when picking up from Crossroads.

Co-Op Items: These items may be available to the Agency at a fixed price that is set with the distributor, NTFB, and Crossroads at the time of purchase. The cost of that Co-Op price can vary.

NAVIGATING ORDERING

To receive food and grocery items from Crossroads, Agencies/CDPs must place orders through the online ordering system, Lead Commerce. Inventory items change frequently; it is recommended that Agencies/CDPs check the inventory as early as possible and as often as necessary. Online ordering updates daily and new items are added as received.

PLACING AN ORDER THROUGH LEAD COMMERCE

To access Lead Commerce, you will need a login ID that is assigned to each Agency/CDP by a HUB Team Member.

If you are a new Agency/CDP or staff, please request one from the HUB team.
SUBMITTING ORDERS

It is the responsibility of the Agency/CDP to ensure that orders are submitted properly. If the process is not followed completely, Crossroads may not receive the request and the order may be cancelled or postponed to the next available pick-up.

- Agencies/CDPs cannot place orders more than 10 business days before pickup
- There is a $0.02/lb. restocking fee for orders cancelled after they have been processed and pulled

ORDERING DEADLINES

<table>
<thead>
<tr>
<th>Pick up</th>
<th>Earliest Order Can Be Placed</th>
<th>Order due by Close of Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Two Mondays prior</td>
<td>Tuesday of the previous week</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Two Tuesdays prior</td>
<td>Wednesday of the previous week</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Two Wednesdays prior</td>
<td>Thursday of the previous week</td>
</tr>
<tr>
<td>Thursday</td>
<td>Two Thursdays prior</td>
<td>Friday of the previous week</td>
</tr>
<tr>
<td>Friday</td>
<td>Two Fridays prior</td>
<td>Monday of the previous week</td>
</tr>
<tr>
<td>Saturday</td>
<td>Two Fridays prior</td>
<td>Monday of the previous week</td>
</tr>
</tbody>
</table>

INCOMPLETE ORDERS

If an Agency/CDP receives their order and finds there are missing items, they MUST complete the Credit Request Form on the Crossroads website within 3 business days. We advise Agencies/CDPs to check the order prior to signing the packing slip.
Monthly Reporting

All Agencies/CDPs are required to submit a monthly report to provide Crossroads with data of the families, individuals, meals, etc. that your Agency/CDP serves.

- Reports are due at the 1st of each month and are considered late after the 5th. Your Agency/CDP’s account may be placed on hold if it is not received by this date.
- If your Agency has multiple programs, separate reports are required.

If your Agency/CDP did not serve that current month, the report will simply need to reflect zeros. If your Agency/CDP did not receive product from the Crossroads, your Agency/CDP should still submit a report of the number of people and/or meals served.

UNDuplicated VS. DUPLICATED DATA

It is extremely important that your Agency/CDP reports unduplicated data. If a client is seen multiple times, you only count that individual once per month.

- Unduplicated reporting means reporting how many individuals visit per month, even if an individual visited multiple times that month. For example, 1 client with 4 pantry visits in a month = 1 unduplicated client served
- Duplicated reporting means reporting an individual EACH time they are served in a month. For example, 1 client with 4 pantry visits = 4 duplicated clients served/month

HOW TO REPORT

There are 2 different reports; one for Pantries and one for On-Site feeding or Supplemental programs. Your daily logs will provide the information you need for reporting the number of persons and/or meals served.

To submit the report, go to the Crossroads website (www.ccsdallas.org) and click on “Food Distribution Partners” and then “Monthly Reporting.”

The easiest way to keep up with your monthly report is to mark your calendar “MONTHLY REPORT DUE” at the end of each month.

- You have until the 5th of the following month to turn your report in. After the 5th the report is considered late, and your Agency/CDP may be placed on HOLD.
- If your Agency/CDP account is place on hold, it may take up to 24 hours to reactivate once the report is received.
- Reports should be kept on file either as electronic or hard copy for a minimum of 1 year.

PANTRY REPORTING INSTRUCTIONS

This report asks how many unduplicated families, children, adults, and seniors were served in the month.

Total number of families:

This number is based on the number of families served during the month. You count that family only once, no matter how many times they came in that month.
Total number of your clients:

The total count is then broken down into these age categories.

What percentage of food comes from Crossroads?

This number is the percentage of food that you received from the Crossroads in comparison to the total amount of food used by your Agency/CDP during the month.

REPORTING TIPS

The report will ask how many families, children, adults, and seniors were served.

**Family:** Each intake form is considered to be one family. If you have served 150 families, you should have 150 intake forms.

**Children (17 and Under):** This information should be retrieved from each intake form

**Adults (18-59):** This information should be retrieved from each intake form

**Seniors (60+):** This information should be retrieved from each intake form

*The family count should not equal the number of children, adults and seniors.*

Example of incorrect report:

Families: 150
Children: 50
Adults: 50
Seniors: 50

Example of correct report:

Families: 150
Children: 200
Adults: 123
Seniors: 60

This correct report reflects 581 different families were served. Within those 581 families, there were 854 children, 833 adults and 131 seniors.
Appendix

AGENCY/CDP GRIEVANCE WITH CROSSROADS

If your Agency/CDP has a complaint or experiences a problem with the Crossroads, please contact the Partner Relations Account Manager at Crossroads with details of the grievance and every effort will be made to resolve the matter. If unable to resolve the grievance to mutual satisfaction, the Partner Relations Account Manager will present the matter to the Executive Director as an appeal on behalf of the Agency/CDP. In such cases, one of the following outcomes may result:

1. The Executive Director will issue a decision and then notify the Agency/CDP’s Executive Director of the decision.
2. The Executive Director will call a meeting of Crossroads’ Board of Directors where they will make a decision and then notify the Agency/CDP’s Executive Director.

All grievances made against the Crossroads will be placed on file for at least 3 years and 90 days.

The decision of the Executive Director or Board of Directors of Crossroads is the final word on the disposition of the grievance by an Agency/CDP.

CLIENT GRIEVANCE WITH AGENCY/CDP

If a client in your service area has a grievance with your Agency/CDP, the client has the opportunity and right to contact the governing board of your Agency/CDP to appeal the decision.

If the client is not satisfied with the decision of the governing board of the Agency/CDP, the client can contact Crossroads and file a complaint. The Crossroads Partner Relations Account Manager will then record the complainant’s information and contact the Agency/CDP to gather additional information. The objective and obligation of the Crossroads is to ensure that proper procedures are followed, civil rights are not violated, and equitable treatment is afforded to all. The Grievance Procedure will be implemented as follows:

1. After a reasonable deliberation, Crossroads will contact your Agency/CDP notifying you of the complaint and of any information compiled during Crossroads’ investigation.
2. If no wrongdoing is found with your Agency/CDP, Crossroads will contact the complainant and explain the investigation by Crossroads, as well as the decision.
3. If wrongdoing on the part of the Agency/CDP is found, the Agency/CDP will receive a written response from Crossroads citing the outcome of the investigation and will stipulate the corrective action(s) that must be taken by the Agency/CDP.
4. All client grievances against an Agency/CDP should be documented and remain on file at the Agency/CDP for at least 3 years and 90 days.
5. All client grievances reported to Crossroads will be kept in the Agency/CDP’s permanent file.

*The decision of Crossroads is the final word on the disposition of the grievance by a client.*
AGENCY/CDP GREIVANCE WITH CLIENT

If your Agency/CDP has a grievance against a client, then a record of the incident should be kept at the Agency/CDP for at least 3 years. Crossroads will ask to see this record in the instance that the client seeks to issue a complaint with Crossroads against that Agency/CDP. Crossroads advises completing a form for instances including but not limited to:

1. Physical and/or verbal confrontations
2. Removing someone from the premises
3. Refusing service to a client either temporarily or permanently

*Under each category listed above, there is an opportunity to appeal any decision onetime only.

*There will be no retaliation by any parties during the grievance process.

ETHICS AND REPORTING OF FRAUD/MISUSE OF USDA FOODS

In an effort to be more authentic and transparent, the North Texas Food Bank has selected Ethics Point to provide Agencies, CDPs, clients, and volunteers a simple way to anonymously and confidentially report activities that may involve violations of Crossroads and the North Texas Food Bank’s Code of Conduct, misuse of USDA Foods to TDA, criminal conduct or other unethical behavior by Crossroads & the Food Bank or its Agencies/CDPs. Include information on the amount of USDA foods involved, location of the incident, suspected parties, and other details and facts. The Texas Department of Agriculture may be contacted at the Dallas/Ft. Worth Community Operations Office. Ethics Point is an independent, third-party provider, and operates 24 hours a day, 7 days a week.

To file a report/complaint to Ethics Point follow these directions:

Over the Phone: Call toll-free reporting number: 877-237-8219

Via Web: Select “Make a Report” at the following address: www.ethicspoint.com

Please note: This does not replace contacting Crossroads to raise any issues or complaints, but is an additional tool to ensure that all issues are addressed.

ONLINE ORDERING

1. How do I get set up as a user?
   Your Agency/CDP will receive online ordering access information before or immediately after your initial inspection. If you would like to add users, please email hub@ccsdallas.org with the name of the user including the email address and Agency/CDP name.

2. Who should be set up as a user?
   We recommend that your Agency/CDP Director, Pantry Manager or Food Contact person, and your Cook (if applicable) be set up as users. All Agencies/CDPs are limited to 3 Lead Commerce users.

3. Can I add something to my order after I have submitted my cart?
   You cannot add product to an existing order. You can simply place an additional order as long as it is submitted within regular order deadlines. Submitting multiple orders for the same delivery/pick up date and time is perfectly
acceptable. We do ask that you be conscientious when placing multiple orders and limit them.

4. **When will I be notified of my order status?**
   After ordering through Lead Commerce, you will be emailed an acknowledgement letting you know that your order has been submitted. If you have any questions, you may contact the Hub Team at hub@crsdtexas.org.

5. **What are handling fee items (HF)?**
   Handling Fees are fees that an Agency/CDP pays to share in the cost of shipping, handling and storing items. Items with a handling fee of $0.14/pound come from sources like the USDA, Feeding America, and local product donors.

6. **When is my order due?**
   Your order is due 3 business days before your scheduled pick up date. Example: I normally pick up my order on Monday, so my order must be submitted by close of business on the previous Tuesday, allowing Wednesday, Thursday, and Friday for my order to be processed.

7. **What if I didn’t place my order in time?**
   Contact the Hub Team. Orders will be reviewed on a case by case basis.

8. **How often is the shopping list updated?**
   The shopping list is represented in real-time, so items and quantities can change every minute. You must refresh the online page in order to see the real-time status of a product. Remember, items are on a first-come, first-served basis. Depending on the number of orders, some items may be out of stock by the time an Agency/CDPs order is submitted.

**FOOD PICKUPS**

9. **Do I pick up my order by appointment or walk in?**
   All orders are processed according to the appointment schedule.

10. **Can I add something from this week’s shopping list to last week’s order?**
    Do not add to your original order. You may place an additional order as long as it falls within the order deadlines.

11. **Is it appropriate to tip Crossroads staff for their help or support of our agencies?**
    Although we greatly appreciate your sentiments, it is not appropriate to tip individual staff members for their assistance and support. In fact, personally accepting gifts is against company policy and we ask that employees not be put in a position of having to choose whether or not to accept a personal gift. Tipping a staff member can jeopardize the recipient’s job and be grounds for loss of Agency/CDP membership with Crossroads. If you would like to give a donation or contribute in some general way to Crossroads, please contact the philanthropy department, and they will inform you of any needs and ways in which to donate.

12. **Is it appropriate to give gift cards to Crossroads staff to show appreciation?**
    Staff is not allowed to accept personal gifts or gift cards from partner agencies or their staff. If an Agency/CDP wishes to give a personal gift or gift cards, the donation will be immediately given to the Business Operations Director to make the gifts available to all staff through a raffle drawing.

13. **Can I bring food and snacks to share with the staff?**
    It is acceptable to do so if the items are not intended for one particular staff member and will be made available for all staff.

14. **Do I need to keep my invoices?**
    Yes, it is a requirement to keep all invoices with two signatures for three years.

15. **What if my invoice is incorrect?**
    You will need to submit a Credit Request Form within 3 days of pickup. The form can be found on the Crossroads
16. Do I have to complete Civil Rights Training every year?
Yes, you must have all staff and volunteers who regularly interact with clients trained on civil rights standards, per USDA guidelines. This training must be conducted yearly, and the time of training is the discretion of the Agency/CDP. A training log must be signed for all that attended training and that log must be kept for 2 years.

17. How long does a Food Handler and Food Safety Manager Certification last?
Food Handler Certification is good for two years; Food Safety Manager Certification is good for 5 years. The Food Handler Certification is a requirement for all pantries/CDPs and Supplemental Programs and the Food Safety Manager Certification is required for all on-site feeding programs (meaning they prepare and serve food at the Agency). All agencies should have one of these certifications.

18. When do I need a health inspection from the city?
Whenever you are cooking food for others, your kitchen must be inspected by the city or state and must meet their local health regulations. These inspections times may vary, check with your county or city to get inspection policy. This includes daycares, senior centers, soup kitchens, shelters and any other program that prepares and serves hot meals.

19. What do I do if our location changes?
Inform the Hub Team immediately for a site evaluation and approval, and request an address change from the IRS so they can update your 501(c)(3) if it applies. We will need a copy of their confirmation for our records.

20. Can I give food to anyone who looks like they need it?
Food provided by Crossroads can only be given to clients that meet financial eligibility; those levels are provided by the state. In case of one-time emergencies, you may provide food to anyone who states they have a need. Upon a return visit by this person, you will need to gather their household income and compare with the states TEFAP income guidelines.

21. Can we fundraise by using food provided by Crossroads & NTFB?
Food provided by Crossroads may never be given in return for currency, merchandise, volunteer efforts or any other in-kind payment system. Any of the above-mentioned activities may be grounds for loss of membership with Crossroads and NTFB.

22. How many times must I update the temperature logs?
Logs must be updated every time your program is in operation or a minimum of twice per week, whichever is more. Logs must be taken on all freezers and refrigerators. (CDPs only – temperature logs must be kept on any days in which Crossroads food is stored in refrigerators/freezers)

23. Can we pray or have clients attend a religious service before giving out food?
Religious programming cannot be required for receiving food assistance. Signs and literature can be present and made available at the site, as well as invitations to participate in activities after food is provided to clients provided it is made absolutely clear that participation is not mandatory.

24. What if we want to change our distribution times to clients?
Inform Crossroads immediately if you change distribution times. Remember, Partner Agency pantries must be open to the public a minimum of once per week for at least three hours in urban areas and minimum of once per month in rural areas for a total of at least three hours per month as stated in your Partner Agency. CDPs are required to distribute once per month on their regular distribution schedule.

25. What do I do if I want to begin an additional feeding program?
Please inform your Hub Team Representative of your desire to add a program, and we will inform you of the process of receiving permission and changing your member status. DO NOT use product in a program that has not been properly approved by Crossroads.

MONTHLY REPORTING

26. When is my monthly report due? What if I fail to turn in my report?
Reports are due by the 5th of each month, for the previous month. If you fail to submit your reports your account may be placed on hold and you will not be able to place any new orders or receive produce/add-ons. If your Agency/CDP is placed on hold, please allow up to 24 hours after you have submitted your report for the hold to be removed.

27. What is the purpose of monthly reports?
Crossroads uses these numbers to report to NTFB, Texas Department of Human Services, and TDA to determine future allocations of USDA commodities. These numbers are also provided to Feeding America to use as hunger facts when procuring food products and lobbying for more funds allocated through Congress.

28. How do I know that I have correctly submitted my monthly report?
Once you have submitted the report, you should receive an email confirmation to the email address you have entered.

29. What should I do if I am having technical issues with my computer, and cannot transmit my monthly report?
Contact your Hub Team representative via email or by phone letting them know of the issues. Since the monthly reports are submitted through our website, you can enter your reports from any computer (Ex: Library, home or someone else’s computer).

30. What questions should I put on my client intake forms to make the monthly reporting process easier?
Pantry intake forms can include names and age breakdown of each household member receiving assistance. On-site feeding programs can gather their numbers based on a sign-in sheet or an intake form.

ACCOUNTING

31. If I cannot locate my copy of an invoice, who do I contact for a reprint?
You can log into Lead Commerce to retrieve invoices. Click on your name in the right-hand corner and click “invoices.” You can also reach out to your Hub Team Representative to request a copy of an invoice.

32. When I make a payment, how do I know that it has been received?
Currently, we do not have a feature that will allow you to see your payment that is received during the month in which you paid. For further information on invoices please email hub@ccsdallas.org

33. What happens if I am past due?
If your Agency/CDP account has invoices 31+ days past due, the Agency/CDP will be contacted by email. If your Agency/CDP account has invoices over 61+ days past due, the Agency/CDP will be placed on accounting hold and will be unable to order or receive food until the account is brought current.