Partner Agency Documents Overview

Food Bank of the Golden Crescent | Required documents & reference resources

01 Documents to Display

Post in a prominent location visible to clients, staff, and volunteers.

DOCUMENT / RECORD	PURPOSE & REQUIREMENTS	FILES & RESOURCES
"Justice for All" Poster	Informs clients of their civil rights protections. The current poster is green.	Contact your Agency Relations representative for a poster.
TEFAP Written Notice of Beneficiary Rights	Applies only to faith-based organizations. Informs clients of their rights regarding participation in religious activities.	English PDF Spanish PDF
Food Bank Guidelines for Perishable & Non-Perishable Food Items Poster	Informs clients, staff, and volunteers of proper food safety guidelines when handling common foods.	Contact your Agency Relations representative for a poster. Food Items Guidelines
Limited Civil Rights Training Document	Volunteers who do not handle clients' personal information or frequently interact with clients must review this document each time they volunteer. We recommend creating a sign-in sheet to verify review.	English PDF Spanish PDF Annual Training Instructions & Attendance Sheet
USDA Nondiscrimination Statement	Informs clients that the institution is an equal opportunity provider. Must be included in all applications and program-related material.	USDA Statement PDF

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02 Client Records

Store securely on site for at least 3 years. Provide to FBGC, TDA, USDA, or Feeding America when requested.

DOCUMENT / RECORD	PURPOSE & REQUIREMENTS	FILES & RESOURCES
Sign-In Sheets or Agency-Specific Intake Forms	Agencies must track and report the number of people served.	Client Sign-In Sheet
Pantry Intake Form: Household Application for USDA Foods	Determines client eligibility to receive USDA food. Must be completed during initial application and recertified annually (or every 6 months, if crisis eligibility). An alternate intake form may be used at agencies' discretion. The certification section must be signed by intake staff. Intake requirements do not apply to onsite partners serving congregate meals.	English PDF Spanish PDF
TEFAP Participant Rights and Responsibilities	Presented to clients during the application and recertification process.	Participant Rights & Responsibilities PDF
Civil Rights Complaint Log	Used by staff and volunteers to document civil rights complaints or concerns and recall details of an incident, should a complaint be filed. Completing a log is not the same as formally filing a complaint with FBGC or USDA.	Complaint Procedures for Partner Agencies

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03 Staff and Volunteer Records

Store on site and provide to FBGC, TDA, USDA, or Feeding America when requested.

DOCUMENT / RECORD	PURPOSE & REQUIREMENTS	FILES & RESOURCES
Civil Rights Training Certificates	Staff and volunteers who handle clients' personal information or regularly interact with clients must complete annual online Civil Rights Training and maintain a copy of the certificate on file. All other volunteers must review the Limited Civil Rights Training document each time they volunteer.	Limited Training — English Limited Training — Spanish Annual Training Instructions & Attendance Sheet
Food Handler / Food Manager Certificate	At least one staff member must be a Certified Food Handler (pantries) or Food Manager (onsite partners).	Food Handler Course (ServSafe)

04 Operational Records

Store on site and provide to FBGC, TDA, USDA, or Feeding America when requested.

DOCUMENT / RECORD	PURPOSE & REQUIREMENTS	FILES & RESOURCES
Pest Control Records	Maintain professional or self-pest-control reports, including documentation of products and chemicals used, for one year. FBGC recommends prevention and treatment quarterly or as needed.	On-site record / contact Agency Relations as needed
Order Invoices	Maintain copies of partner agency invoices for 3 years. Must be signed and dated.	On-site record / contact Agency Relations as needed
Temperature Logs	Maintain copies of temperature logs for 3 years. Temperatures must be recorded at least every other day.	Temperature Record Log
Health Inspection (Onsite Partners Only)	All onsite feeding programs require a current city, county, or state Health Department inspection.	On-site record / contact Agency Relations as needed

Partner Agency Documents Overview

Food Bank of the Golden Crescent | Required documents & reference resources

04 Operational Records (continued)

Store on site and provide to FBGC, TDA, USDA, or Feeding America when requested.

DOCUMENT / RECORD	PURPOSE & REQUIREMENTS	FILES & RESOURCES
Written Procedures	Partner agencies must maintain written procedures for the application process, referral process, and reporting fraud, negligence, and misuse of foods.	Written Procedure Example

05 Agency Administration Records

Store on site and provide to FBGC, TDA, USDA, and Feeding America when requested.

DOCUMENT / RECORD	PURPOSE & REQUIREMENTS	FILES & RESOURCES
Evidence of Non-Profit 501(c)(3) or Faith-Based Status	Current documentation as a federally exempt 501(c)(3) organization, affiliation with a 501(c)(3), or 501(c)(3) equivalent (church).	On-site record / contact Agency Relations as needed
Tax Form 990	Must be filed with the IRS annually to maintain nonprofit status.	On-site record / contact Agency Relations as needed
Board of Directors List	Current list and contact information for directors, board members, or equivalent.	On-site record / contact Agency Relations as needed
Partner Agency Agreement	Outlines the partner agency's adherence to FBGC policies, procedures, and qualifications. Renewed annually.	On-site record / contact Agency Relations as needed
TEFAP Agreement	Outlines the partner agency and FBGC's adherence to TEFAP terms and conditions. Renewed annually.	On-site record / contact Agency Relations as needed
Other FBGC-Related Agreements, if Applicable	Other applicable agreements may include a Retail Pick-Up Agreement, Perishable Food Transportation Agreement, and other FBGC program-specific agreements.	On-site record / contact Agency Relations as needed