



Food Bank of Delaware

Maximizing Access to Products & Services (MAPS) Tool Kit

Food Bank of Delaware Hunger-Relief Partner Program Maximizing Access to Products & Services (MAPS)

Summary:

As a Hunger-Relief Partner (HRP) of the Food Bank of Delaware (FBD), we thank you for partnering with us in our vision for a hunger free community! To effectively work toward our shared goal to eliminate hunger, we have put together a strategic tool to help your organization build capacity by increasing the amount of food and number of clients served more comprehensively.

MAPS PROGRAM BREAKDOWN:

HRP Partnership Levels:

The three levels of partnership are based on the capacity of community assistance each HRP offers to their clients.

MAPS 1 (76-100 points)

MAPS 2 (37-75 points)

MAPS 3 (1-36 points)

Categories of Community Assistance:

FBD has identified five areas of community assistance each HRP can participate to enable an increase in capacity of service. The categories are as follows; Capacity, Outreach, Services, Reporting & HRP Academy. Each category is itemized with a point level associated with the service provided.

Capacity- Maximum 60 points

- Just in time Product (6p)
 - Available to be "on call" to accept extra product from FBD (i.e. pallets or more of fresh produce)
- Pounds Distributed (6p)
 - Increase of total pounds between previous and current fiscal year by 20% or more
- Sister Share (6p)
 - Food Rescue- Pickup directly from donor stores (i.e. Food Lion) on a regular basis and report monthly poundage to FBD in a timely fashion
- Space- Freezer/ Refrigerator/ Dry storage (6p)
 - Maximize available space with variety of product types available
 - Maintain an on-site garden to make fresh produce available for clients
- Area Served (6p)
 - Provide service to an area greater than the immediate community/congregation
- Hours of operation (6p)
 - Site is open at least once per week on evenings and /or weekends or available for emergency requests within 24 business hours
- Average number of clients served (6p)
 - Increase average number of clients served by 10% or more
- Mobile Pantry (6p)
 - Partner with FBD to provide clients with a Mobile Pantry including educational piece
- CSFP (Commodity Supplemental Food Program) (6p)
 - Complete client application, following provided guidelines, send to FBD CSFP Coordinator
- Client Choice (6p)
 - Allow clients to choose the items at time of service (i.e. grocery shopping model, menu)

Outreach- Maximum 20 points

- SNAP Outreach/Train the trainer (10p)
 - *Staff/ volunteers participate in an FBD training in order to;*
 1. *Distribute information about SNAP (free monthly food benefits)*
 2. *Pre-screen potential applicants for eligibility*
 3. *Provide referrals to FBD Outreach Coordinators in order to apply for benefits*
- Resource Corner (5p)
 - *Have a specific area/board/table set up with pamphlets providing clients with various community resource information (i.e. Delaware Helpline - 2-1-1)*
 - *Have available menus and/or recipes to assist families with food preparation ideas*
- Outreach Advocacy (5p)(one or more)
 - *Be actively involved with FBD's advocacy efforts, for example: collect client impact cards and submit to FBD monthly*
 - *Sign-up to receive Coalition to End Hunger (CEH) Newsletter*
 - *Assist CEH in identifying Hunger Corps participants*
 - *Attend annual Ending Hunger Conference*

Services- Maximum 10 points

- SNAP Education (5p)
 - *Coordinate with FBD SNAP Educators to provide at least three nutrition classes for clients each year*
- SNAP Outreach (5p)
 - *Have FBD SNAP Outreach Coordinators do at least three SNAP presentations and application assistance with site clients each year*

Reporting- Maximum 5 points

- Tracking Sheets (5p)
 - *Provide completed Monthly Tracking Sheets (Sister Share and/or Tally sheets)in a timely manner (due by the fifth every month)*

HRP Academy- Maximum 5 points

- Classes (5p)
 - *Attend (staff and/or volunteers) at least two classes per year (i.e. Grant Writing, Safe Food Handling)*

Benefits for MAPS 1 Partners

- \$.0 shared maintenance fee
- Priority for grants
- Assistance with community food drive planning
- Access to USDA TEFAP product
- Access to SNAP Education classes
- Access to SNAP Outreach assistance/training
- Access to annual legislative report for their program location
- Invitation to annual luncheon/pizza party for up to 5 (staff/volunteers)
- Assistance with social media development
- Access to volunteer recruitment training
- Highlight member news/events in FBD monthly newsletter
- Food safety training- five staff/volunteers or more at one time (food safety training can be held at HRP site)

Benefits for MAPS 2 Partners

- Half shared maintenance fee
- Considered for grants
- Access to SNAP Education classes
- Access to SNAP Outreach assistance/training
- Assistance with community food drive planning
- Access to USDA TEFAP product
- Food safety training

Benefits for MAPS 3 Partners

- Access to SNAP Education classes
- Access to SNAP Outreach assistance/training
- Food Safety Training
- Assistance with community food drive planning

Below is an example of how simple it can be to expand your capacity to the next MAPS Level:

USA Pantry is currently at MAPS 3 level (first level) with 20 points, 17 points away from MAPS 2. To reach MAPS 2 (second level) USA Pantry can add on:

- Expand reporting: monthly reporting is in on time (5pts)
- Expand capacity: switched to Client Choice pantry (6pts)
- Expand outreach: SNAP/Train the trainer participation (10pts)
- Expand capacity: Distribute one evening per month (6pts)

Now USA Pantry is at 47 points- qualifying for MAPS 2 Level and all the extra benefits to serve clients more effectively!

Frequently Asked Questions

Hunger-Relief Partner Program Maximizing **A**ccess to **P**roducts & **S**ervices (MAPS)

- 1. What is the goal of the MAPS program?** Encourage growth and stronger partnerships and to increase the availability and assortment of products and services to households in need throughout Delaware.
- 2. How long do you have to be a Partner to be part of MAPS?** Each HRP is initially enrolled in MAPS 1. After the first six months; the HRP is eligible to request evaluation of their program (s) for movement to another level.
- 3. When can an HRP to move up to the next MAPS level?** Each HRP will be evaluated during the annual renewal process, in June of each year.
- 4. How are Partners tiered?** Partners will acquire points by meeting the criteria outlined in the MAPS tool kit.
- 5. How does a Partner reach MAPS 1 status?** In order to reach MAPS 1 status a partner must accumulate 76-100 points, scoring is outlined on Level breakdown handout.
- 6. Can you participate as an HRP without being in MAPS?** No, each active HRP must at least meet the minimum service level of MAPS 3 to be an FBD HRP.
- 7. Who do I call to discuss this new program?** You can contact the Partner Relations Coordinator, Naty Russo, at (302) 444-8077 or nrusso@fbd.org.
- 8. When does the MAPS begin?** MAPS program will begin with the annual membership renewal for July 2014.
- 9. Will all HRP'S be placed into a MAPS level?** Yes, all HRPs will be in a MAPS level as of June 2014.
- 10. How do I know which level my agency has been placed?** All HRPs will be notified in writing regarding their MAPS level and its benefits, at the time of renewal.
- 11. Are agencies/ organizations based on a combination of programs/ accounts (i.e. pantry and congregate feeding)?** No, each program will be assessed individually and placed in a level based on their capacity.
- 12. Do I need to fill out a form to get placed in a level?** No form is required; your site will be placed in a level at renewal.
- 13. Can I change levels? How often?** Yes, levels can be changed according to performance; an HRP must be in a level for six months. Level movement takes place at renewal only, except for new HRPs.
- 14. Can I dispute the level I have been assigned?** Yes, you can dispute the level assigned by providing a letter on company letterhead explaining the reason for the dispute, we can

then set up a meeting and go over the points the site has achieved.

- 15. Will MAPS level change how we order or schedule appointments for delivery and pick up?**
No, ordering and appointment scheduling will remain the same.
- 16. How will the shared maintenance fee discount be given?** A price level reduction will be applied.
- 17. Can grant funds still be used to cover invoices with reduced shared maintenance?** Yes, but 50/50 match must still be met.