



Hunger-Relief Partner MAPS Program

Maximizing Access to Products & Services

Frequently Asked Questions:

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 6 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, of June of each year.

4. How are Partners tiered? What do the colors represent?

Partners will acquire points by meeting the criteria outlined in the MAPS tool kit. Each MAPS level is represented by a color. (Green= MAPS 1, Yellow= MAPS 2, White= MAPS 3).

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 visible 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 444-8077 or nrusso@fdb.org

8. When does the MAPS begin?

MAPS program will begin with the annual membership renewal of 2014.

9. Will all HRP'S be placed into a MAPS level?

Yes, all HRP'S will be in a MAPS level as of June 2014.

10. How do I know which level my agency has been placed?

All HRP'S 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 a level based on their capacity.

12. Do I need to fill our 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 6 months. Level movement takes place at renewal only except for new HRP'S.

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.