



Food Bank of Delaware

Maximizing Access to Products & Services (MAPS) Tool Kit

Food Bank of Delaware • 222 Lake Drive, Newark • 1040 Matlind Way, Milford

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 Summit. 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. 1 pallet 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
 - Participation in Annual Partner Survey
 - Attend biannual Ending Hunger Conference

Services- Maximum 10 points

- Nutrition Education (5p)
 - Coordinate with FBD Nutrition (SNAP and WIC) Educators to provide at least three nutrition classes for clients each year or become Healthy Pantry Partner.
- SNAP Outreach (5p)
 - Have FBD SNAP Outreach Coordinators do at least three SNAP presentations and application assistance with site clients each year
- Workforce Development - referrals to our Delaware Food Works program.
- \$tand By Me financial coaching

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 Summit- Maximum 5 points

- Classes (5p)
 - Attend (staff and/or volunteers) HRP Summit

Benefits for MAPS 1 Partners (76-100 points)

- \$.0 shared maintenance fee
- Priority for grants
- Assistance with community food drive planning
- Access to USDA TEFAP product
- Access to Nutrition 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 (37-75 points)

- Half shared maintenance fee
- Considered for grants
- Access to Nutrition 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 (1-36 points)

- Access to Nutrition 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 or weekend day 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 Access to Products & Services (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 3. At renewal, the partner's level may increase according to services. 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 Programs Manager, Naty Moreta Wright, at (302) 444-8077 or nmoreta@fbd.org.
- 8. 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.
- 9. 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.
- 10. 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.
- 11. 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.
- 12. 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.
- 13. Will MAPS level change how we order or schedule appointments for delivery and pick up?** No, ordering and appointment scheduling will remain the same.
- 14. How will the shared maintenance fee discount be given?** A price level reduction will be applied.
- 15. Can grant funds still be used to cover invoices with reduced shared maintenance?** Yes, but 50/50 match must still be met.

