



# AGENCY PARTNER HANDBOOK

Calendar Year 2026



Updated December 2025

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## ABOUT FEEDING SAN DIEGO

Feeding San Diego (FSD) Feeding San Diego is a non-profit organization on a mission to connect every person facing hunger with nutritious meals by maximizing food rescue.

Established in 2007, Feeding San Diego rescues surplus food from local and national food donors before it goes to waste and gets it to people facing hunger in San Diego County. It is the only Feeding America partner food bank in the region. Last year, the hunger-relief organization provided more than 31 million meals to children, families, seniors, college students, military families, and veterans in partnership with a network of more than 350 local charities, schools, colleges, faith communities, healthcare providers, and meal sites. It operates a multitude of hunger-relief and food programs countywide that support people facing hunger with food assistance or resources. Last year, 90% percent of the food distributed by Feeding San Diego was rescued, allowing high-quality food to be redirected instead of going to waste. By diverting more than 32.6 million pounds of food from the landfill each year and using it to feed people facing hunger, Feeding San Diego helps avert 28,986 metric tons of CO2 from being emitted, protecting people and the planet. Every \$1 donated helps provide two meals to people facing hunger.

To get involved with Feeding San Diego and learn more about its mission, visit [feedingsandiego.org](https://feedingsandiego.org). Get daily updates on social media by following us on Instagram [@feedingsandiego](https://www.instagram.com/feedingsandiego).

### OUR HISTORY

Feeding San Diego's first food distribution was held on October 9, 2007, in the parking lot of the San Diego Rescue Mission. Several weeks later, San Diego County experienced disastrous firestorms that [displaced hundreds of thousands of people](#). Within the first week of the fires starting, with only two employees, Feeding San Diego secured 515,000 pounds of emergency supplies, including food, water, and other grocery items, which were distributed to evacuees, firefighters, and volunteers.

In the early stages of our organization's development, and during those firestorms, local organizations including the American Red Cross, The Salvation Army, Father Joe's Villages, Catholic Charities, The Rock Church, San Diego Rescue Mission, Homeland Security, FEMA, City of San Diego, and County of San Diego all supported our efforts. We are extremely thankful for these partnerships, many of which are still in place today.

Feeding San Diego is a female founded organization. Founder Gwendolyn Sontheim remains the board chair today. You can see a list of our board members [here](#).

Our facility is located in Sorrento Valley and houses our staff offices, the volunteer center, distribution center, and Marketplace. On average, over two million pounds of food moves through this location every month. Over 12,500 volunteers come to our volunteer center annually to help sort, glean, and pack the food that goes out to our agency partners. This incredible effort is what makes our mission possible.

Feeding San Diego considers itself a hunger-relief organization, not a food bank. That is because not all the food we distribute to the community comes from one central location. We prioritize keeping food fresh in the local area where it is rescued.



## MISSION, VISION, AND VALUES

### MISSION:

Feeding San Diego's mission is to connect every person facing hunger with nutritious meals by maximizing food rescue

### VISION:

Feeding San Diego's Vision is a hunger free and healthy San Diego

### OUR VALUES:

**A.S.C.E.N.D.**

#### AGILITY:

We are dedicated to adaptability, flexibility, and continuous improvement.

#### STEWARDSHIP:

We are committed to managing every gift of time, funds, and voice responsibly.

#### COLLABORATION:

We partner throughout the community to maximize reach and efficiency.

#### ENVIRONMENT:

We protect the environment through responsible food sourcing and business practices.

#### NUTRITION:

We know that nutritious food is a transformative force to health and well-being.

#### DIGNITY:

We embrace diversity and believe in the power of dignity and kindness.



## FEEDING AMERICA PARTNERSHIP

Feeding San Diego is a partner food bank of Feeding America.

The Feeding America network is a nationwide network of food banks, food pantries, and meal programs that work together to provide food to people facing hunger in the United States. As the nation's largest domestic hunger relief organization in the United States, Feeding America is comprised of 200 partner food banks across the country. It is important to note that Feeding San Diego operates as an independent nonprofit organization. Feeding America provides our organization with access to food, funds, and capacity building so that together we can serve more of our neighbors facing hunger across the United States.

## HOW WE WORK

Feeding San Diego provides food and resources to a network of more than 300 community distribution partners throughout San Diego County. We rescue high-quality, nutritious, surplus food from a wide variety of food donors, such as farms and grocery stores. Examples of our food donors include:

- Grocery stores (including but not limited to: Albertson's, Barons, Food4Less, Ralph's, Smart & Final, Sprouts, Trader Joe's, Whole Foods)
- Retailers (including but not limited to: Costco, Starbucks, Target, Walmart)
- Manufacturers
- Wholesalers
- Grovers
- Farmers

We rescue their surplus food, which is most often food that is nearing the end of its shelf life, is a small lot, has damaged packaging, or is not retail ready. Sometimes there is nothing at all "wrong" with the food, the seller was simply unable to find a market for the product.

Traditional food banks bring all food to a central warehouse before distributing it. We do things a little differently. Our flexible, decentralized model allows us to choose whether to keep food local or bring it to our distribution center. If it is more efficient for a local partner to rescue the food directly, we coordinate pick up from the food donor by a community partner.

## INDUSTRY PARTNERS

Our food industry partners save money while doing good for the community and can enjoy financial incentives as well. As we identify food donations, we immediately redirect them to our partners that are a part of the following organization types:

- College campuses
- Senior centers
- Faith communities
- Social service agencies
- Community groups
- Military organizations
- Healthcare agencies

All Feeding San Diego agency partners are directly connected to neighbors in need. Our agency partners distribute the food in a way that best fits their needs to people right in their own communities.

## DIRECT SERVICES

Feeding San Diego's direct services department operates its own food distributions. These food distributions include Mobile Pantries, Produce Pantries, School Pantries, and the Feeding San Diego Marketplace. These direct distributions allow our team to provide targeted hunger-relief to populations affected by hunger, including low-income students enrolled in schools in San Diego County school districts and people living in rural food deserts.

## CALFRESH

CalFresh is a federally funded nutrition assistance program designed to help families and low-income individuals purchase healthy food. Feeding San Diego's CalFresh team conducts outreach to the community to increase awareness of the program and provides support to community members throughout the application process.



If you'd like our CalFresh outreach team to come to your site to help enroll the people you serve, please fill out the interest form on our Agency Portal and contact:

Victoria Medina, CalFresh Manager  
vmedina@feedingsandiego.org, 858.531.8885

# BENEFITS OF PARTNERING WITH FEEDING SAN DIEGO

In addition to receiving access to fresh produce and dry goods from our warehouse, partners have access to food donor donations from across San Diego County, food and non-food, on a weekly basis (example of donors include Costco, Target, Sprouts, Trader Joe's, and many more). Partners can also receive funding through Feeding San Diego grants and education from trainings that we offer.

Partners receive support not only from our partnerships team, but also from other Feeding San Diego departments, including our Direct Services, CalFresh, Development, and Marketing & Communications teams. There is also opportunity to network with other Feeding San Diego partners for capacity building, as well as a credibility that comes with being associated with the Feeding San Diego network.

## THE BUTTERFLY EFFECT

Contributions of all sizes spiral outward creating massive and complex changes in the community around us. We each have a role to play. When we unite towards a common goal, we are capable of extraordinary things.

We are grateful for your partnership. Together, we can make a difference in the lives of the nearly 400,000 individuals, including more than 100,000 children, that are at risk of experiencing food insecurity in San Diego County. These numbers come from Feeding America's Map the Meal Gap study that is based off most recent data. The study is conducted annually.

We cannot do this alone. Together we can help end hunger through food rescue in our communities.

## OPERATIONS

### PHYSICAL ADDRESS:

9477 Waples Street, Suite 100, San Diego, CA 92121

### MAILING ADDRESS:

PO Box 720010  
San Diego, CA 92172-0010

### STANDARD HOURS OF OPERATION:

Monday – Friday  
8 A.M. – 4:30 P.M.

### FEEDING SAN DIEGO DISTRIBUTION CENTER AND PICKUP HOURS:

Monday – Friday  
8 A.M. – 12 P.M.

## FEEDING SAN DIEGO MARKETPLACE HOURS:

Tuesday – Friday  
9 A.M. – 1 P.M.

## HOLIDAYS:

Feeding San Diego observes ten federal holidays\*. Please reference the list below:

- New Years Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- The day after Thanksgiving
- Winter Break (December 24, 25, and Jan 1 of the next year)

*\*Additional closures will occur as needed for inventory control and staff meetings. Agencies will be informed of these closures via email reminders.*

## NOTE:

If your **delivery falls on a holiday**, it is your responsibility to request an alternative delivery date. Holiday reminders are sent via the monthly newsletter to remind agencies of upcoming schedule changes. The Feeding San Diego team will do our best to accommodate your change. It is the agency's responsibility to order in Agency Express once your delivery date is rescheduled. Please refer to the **2026 FSD Standing Appointment Calendar** emailed to you from your Partnerships Coordinator at the beginning of the year.

Should Feeding San Diego close due to unforeseen circumstances, all orders scheduled for that day will be rescheduled as soon as possible. Special arrangements can be made, if necessary, by contacting your Partnerships Coordinator.

# FEEDING SAN DIEGO CONTACTS

## PARTNERSHIPS COORDINATORS

NAME	REGION	EMAIL
Angus Hsieh	Central	<a href="mailto:ahsieh@feedingsandiego.org">ahsieh@feedingsandiego.org</a>
Nadia Foster	South	<a href="mailto:nfoster@feedingsandiego.org">nfoster@feedingsandiego.org</a>
Sam Myatt	North Coastal	<a href="mailto:smyatt@feedingsandiego.org">smyatt@feedingsandiego.org</a>
Alana Austin	North Inland	<a href="mailto:aaustin@feedingsandiego.org">aaustin@feedingsandiego.org</a>
Pragyan Mishra	East	<a href="mailto:pmishra@feedingsandiego.org">pmishra@feedingsandiego.org</a>

## MANAGEMENT

NAME	TITLE	EMAIL
Sam Duke	Director of Programs	<a href="mailto:sduke@feedingsandiego.org">sduke@feedingsandiego.org</a>
Brittany Lucas	Neighborhood Partnerships Manager	<a href="mailto:blucas@feedingsandiego.org">blucas@feedingsandiego.org</a>
Roberto Chavez	Neighborhood Partnerships Assistant Manager	<a href="mailto:rchavez@feedingsandiego.org">rchavez@feedingsandiego.org</a>

## LEADERSHIP

NAME	TITLE	EMAIL
Robert Kamensky	Chief Strategy Officer	<a href="mailto:rkamensky@feedingsandiego.org">rkamensky@feedingsandiego.org</a>
Patty O'Connor	Chief Supply Chain Officer	<a href="mailto:poconnor@feedingsandiego.org">poconnor@feedingsandiego.org</a>

## FINANCE

Please contact our finance team at [receivables@feedingsandiego.org](mailto:receivables@feedingsandiego.org) and always CC your Partnerships Coordinator.

## PROGRAMS EMAIL

Sometimes you may receive emails from [programs@feedingsandiego.org](mailto:programs@feedingsandiego.org). This is an unmonitored email; please always contact your Partnerships Coordinator with any questions regarding an email from this email address.

# PARTNER PORTAL

The Feeding San Diego Agency Partner Portal is located on our website:

<https://feedingsandiego.org/partner-portal/>

There you will find important updates and resources that pertain to operating a food distribution and addressing hunger. The portal is intended to be a resource for our agency partners and will always have the most up-to-date resources and handouts.

## CO-BRANDING & MARKETING

As our partner, you have an important role in helping the public understand our mutual organizational relationship to build awareness around hunger relief and the services we provide together. We are interdependent upon one another to be successful and want to grow our mutual successes.

### WHY CO-BRANDING?

- Creates more awareness and interest about seemingly unrelated nonprofits and organizations working together.
- Establishes a visible partnership between the hunger-relief organization and its food distribution partners.
- Showcases how organizations with similar values can partner to provide complementary services for a common purpose or vision.
- Align our organizations to demonstrate each expertise area to benefit a particular demographic.

### HOW TO QUICKLY QUALIFY OUR PARTNERSHIP

**Example 1:** “[Insert Organization/Program Name here] is a food distribution partner of Feeding San Diego providing hunger relief services to people in need.”

**Example 2:** “[Insert Organization/Program Name here] is part of Feeding San Diego’s countywide network of hunger relief partners bringing food to people facing hunger”

### HOW TO DESCRIBE OUR PARTNERSHIP

**Example 1:** “The food we distribute comes from our partner Feeding San Diego, a feeding American partner food bank.”

**Example 2:** “A portion of the food we provide to people experiencing hunger comes through

our partnership with Feeding San Diego, a Feeding American partner food bank.”

**Example 3:** “The food we provide comes from many different sources. Some examples include from community food drives, and from our affiliation and relationship with Feeding San Diego, a Feeding America partner food bank.”

## PARTNER BRAND RESOURCES

Please refer to the Feeding San Diego brand book for brand guidelines to follow. The book can be found in our [Partner Portal](#). Feeding San Diego’s partner brand book contains everything you need to know to represent Feeding San Diego, including a brand overview, messaging, logo, colors, typography, campaign and program logos, photography and videography, graphic design, and social media.

You can find our brand book, logos, and other information at [feedingsandiego.org/resources](https://feedingsandiego.org/resources) for your co-branding needs. Enter password: *endhunger*

### DIGITAL/PRINT

As part of our agreement, agency partners must acknowledge our partnership via co-branding in a minimum of one of the below locations:

- Annual report
- Newsletter (digital or printed)
- Trucks or vehicle (required for certain grants)

### FOOD DISTRIBUTION SIGNAGE

Agency partners are also required to have co-branded signage present at every food distribution to help let community members know where to access food. Feeding San Diego will provide each agency partner with at least one branding piece of equipment when they are in stock.

Please work with your Partnerships Coordinator to access branded items and use them to co-brand our organizations' on-site presence. This will be checked as part of the monitoring visit. You will be required to return branding equipment should you separate.

### OTHER LOCATIONS WHERE CO-BRANDING CAN BE EFFECTIVE INCLUDE

- Food distribution flyers
- Web page about your hunger relief programs
- Physical office space

- Social media content
- Press releases

If your organization does media relations and would like to discuss working together on a press release, media alert, media event, or pitching, please reach out to your Partnerships Coordinator and they will put you in touch with our communications team.

## AGENCY PARTNERSHIP

### PARTNERSHIP INTEREST PROCESS & REQUIREMENTS

As a member of Feeding America and the national network of food banks, Feeding San Diego follows a strict set of rules and governing procedures that ensure we distribute food safely and in accordance with state, IRS, and federal law. In turn, we expect each of our partner agencies to follow the policies and procedures outlined in this handbook and in your agency agreement.

To meet basic qualifications for partnership, in addition to what is outlined in the agreement, an agency must follow the guidelines below:

#### ACCEPTABLE

- Incorporated for the purpose of serving the ill, needy, or infants
- Distribute donated product free of charge for use by the ill, needy, or infants limited to distribution and use in San Diego County only
- Keep records which accurately reflect the total amount (pounds) of product received through Feeding San Diego (including product picked up through Feeding San Diego-enabled programs) and all monitoring paperwork such as temperature logs for at least one year
- Have and follow a written policy that outlines that volunteers or staff must meet the same eligibility requirements and follow the same process as other clients
- Outline the Agency's procedure for determining that the final recipient of the product is ill, needy, or infant such as using self-declaration of need or other intake processes.
  - However, the Agency does not need to keep specific records of individual amounts distributed to specific recipients nor the names or addresses of those recipients.
  - We only ask that you keep household sizes and report that information to Feeding San Diego monthly.
- Ensure that all donated products from all sources conform to any applicable provisions of the Federal Food, Drug, and Cosmetic Act (as amended), and any regulations that follow.
- Operate from a commercial location (not a home), unless the agency is a transitional living facility, group home, shelter, or a similarly permitted operation.
- Agree to have the partner's distribution listed on our Find Food Map if it is open to the public to attend.
- Pay invoices for deliveries as applicable for Agency Express by 30 days of the invoice

date.

- Communicate with you assigned Partnerships Coordinator through email and phone throughout your partnership with us and comply with annual monitoring visits.

An agency may be deemed **not** a qualified Partner for Feeding San Diego if the following applies:

## UNACCEPTABLE

- Be a private foundation, even if it has an exemption under Section 501(c)(3) of the Internal Revenue Code
- Sell or use donated product in exchange for money, other property, or services.
- Be a foster parent association.
- Accept donations or church offerings at the point of distribution and/or in exchange for product.
- Require compulsory prayer and/or religious services at the point of distribution and/or in exchange for product (prayer and/or religious services must be optional to the public)
- Operate from a private residence.

## AGENCY CAPACITY BUILDING

Through close communication and regular evaluation, Feeding San Diego works to build the capacity of its network. The areas of focus are food rescue, CalFresh outreach, training, volunteer programs, and the safe and effective distribution of nutritious and perishable foods.

In addition to providing partners with access to over 31 million meals annually, Feeding San Diego provides numerous opportunities for its agencies to grow capacity.

## THESE OPPORTUNITIES INCLUDE

- On-boarding training and resources
- Food rescue training and materials
- Grant funding as available
- Volunteer recruitment training and use of Golden Platform
- Agency shadowing
- Agency Partner Summit
- Pilot Programs

# MONITORING/SITE VISIT

At minimum, Feeding San Diego will come to monitor your operations every year for compliance in food safety and Feeding San Diego distribution regulations. We ask agencies to reassess our partnership to ensure continued mission alignment as well as update paperwork and connect on opportunities for support. Paperwork is required to be submitted prior to the onsite visit. **If the paperwork is not sent within 30 days of the set monitoring visit, your agency can be placed on a compliance hold until paperwork is submitted.**

## ABBREVIATED PAPERWORK FORM YOUR AGENCY INCLUDES

1. Articles of Incorporation - only needed once
2. 501(c)3 Status documents or the Church Qualifier Form
3. Most recent pest control invoice, or an in-house pest log
4. Current Food Handler's Card for someone supervising every distribution\*
5. Temperature logs if you are using cold storage units for Feeding San Diego food
6. Travel temperature logs if you are participating in the Food Rescue program
7. DEH permit if bulk repackaging and/or meal prepping

\*Food handler's card expires after two years if obtained through Feeding San Diego training. It is required that at least one person present at **every** distribution has a valid food handlers' card to supervise, however the best practice is at least two people. Food Handler course information can be found on our Partner Portal.

## BEFORE A SITE VISIT FSD WILL

- Send an email requesting to schedule a site visit during the distribution window to monitor the site for food safety and compliance.
- Email you a link to a pre-monitoring visit form regarding capacity, distribution information, and any necessary forms.
- Verify that the organizations distribution information is correct on the Find Food Map
- Verify that the organization has maintained active 501(c)3 status with the IRS or is a religious organization.
- Verify that at least one person has/is registered to take the yearly in-person required refresher training course.

## DURING A SITE VISIT FSD WILL

- Check that product storage is food safe per the Department of Environmental Health (DEH) checklist which can be found on the DEH website at: [Department of Environmental Health \(DEH\)](#)
- Ensure the distribution is dignified, clients are treated with respect, and are not discriminated against.

- Ensure the agency partner is abiding by all FSD standards.
- Discuss ideas for growth and collaboration, opportunities for the future, address concerns, share any training or pertinent information.

## AFTER A SITE VISIT FSD WILL

- Confirm successful completion of site visit with documented internal updates.
- Send a follow-up email regarding any changes that need to be made (if necessary) along with any discrepancies or missing paperwork still needed.
- Agencies will have 30 days to submit confirmation of corrective action if an issue is found at the site visit and identified by the Partnerships Coordinator. If there is no corrective action taken in a timely manner by the agency partner, a product hold from our distribution center and/or food rescue stores will be considered based on the severity of the issue.

## PARTNER CONVENING

Feeding San Diego will host an in-person Annual Agency Summit as an opportunity to bring all partners together to discuss ideas, share best practices, create connections, and learn from one another.

Attendance is required for at least one representative from your agency as part of a continuing partnership together. More communication about the ideas, framework and learning sessions will come from the programs team closer to the date. If your organization is unable to find someone to attend, you will be required to communicate that to your Partnerships Coordinator prior to the event as important information will be given during these events.

## CHANGES IN AGENCY STATUS

### INTERNAL AGENCY CHANGES

Partner agencies must notify Feeding San Diego of changes in distribution times or days, personnel, contact information, location, programming, etc. by contacting your Coordinator within **7-10 business days** of changes. This is essential to our Find Food Map and to keep your partnership in good standing.

## INACTIVE AGENCIES

If an agency has not procured food through Feeding San Diego for six months (Food Rescue, Mobile Marketplace and/or Distribution Center), the agency will be considered inactive and will be emailed a letter of separation. If there is no response from the partner within 30 days, the separation will be confirmed. After the separation is complete, if the agency wishes to re-apply for partnership, they must complete the linked form: [New Partner Consideration Form](#). The application process includes a new application, site visit, orientation and training, and up-to-date required paperwork. A renewed partnership is not guaranteed and will be looked at on a case-by-case basis.

## AGENCY HOLDS

An agency hold can be initiated due to various circumstances. It could be at the request of the partner due to changing needs. Additionally, an agency may be put on hold due to a compliance issue or outstanding accounting balances which would be communicated to the partner prior to the hold. Partner agencies are expected to comply with Feeding San Diego standards as outlined in the Agency Agreement and this handbook. A hold for any reason will affect an agency's ability to receive food from the Distribution Center, Mobile Marketplace and/or pick up from Food Rescue stores.

## AN AGENCY CAN BE PLACED ON HOLD FOR MANY REASONS, INCLUDING BUT NOT LIMITED TO:

- Account balances are not paid within **60 days** of invoice date
- Requested compliance paperwork is not submitted within **30 days** of monitoring visit date
- Food safety corrections are not corrected and documented within **30 days** of monitoring visit date
- Three or more consecutive months of late or missed receipting in Meal Connect for the Food Rescue program
- Agency location of operation no longer meets the location requirements for acceptable partnership
- Agency request for extended closure for reasons such as location change, change in operations, or a change in staffing
- Continued or frequent complaints are received by Feeding San Diego which will warrant a review of continued partnership
- Six months or more of not using any FSD services

If you have any questions about this process, please contact your Partnerships Coordinator.

## CONDITIONS FOR SEPARATION

Feeding San Diego strives to maintain professional and trusting relationships with all agency partners in hunger relief. Feeding San Diego also works to ensure that all San Diegans facing hunger have access to food, while maintaining dignity and food safety as the highest priorities. Any concerns regarding this relationship should be addressed to the Neighborhood Partnerships Manager.

In the event of a violation against any of the policies and procedures in this handbook, Feeding San Diego maintains the right to immediately suspend food distribution to the agency in violation. The agency partner will be notified via email of any suspension in a timely manner along with the reason for suspension.

If the agency partner is unsatisfied with the decision, the agency partner may file a grievance to the Neighborhood Partnerships Manager to discuss the future of the partnership (see *Grievance Policy and Procedure*).

If an agency partner was separated for agreement or handbook violations, they may re-apply no sooner than one year after the date of separation, providing it can show improvements around the issue that caused the separation. The process will include filling out a new application. If the application is approved, a site visit will be conducted, and agency representatives must attend in-person trainings. Any old outstanding balances will need to be paid in full before your application can be approved; a renewed partnership is not guaranteed.

## FINANCE

### BILLING, INVOICING, AND PAYMENT TYPES

Feeding San Diego provides agencies with order invoices upon order pick-up or delivery and virtually via email. Monthly statements are issued to agencies via email as a courtesy to let the agency know which invoices are outstanding. All invoices must be paid in full within **30 days of delivery date**. The only acceptable forms of payment are agency/company checks, money orders, or paying electronically via Clover. When making a payment, agencies must write the agency account number and invoice number in the memo line of the check. Payments should be mailed to our P.O. Box address. Cash, credit card information, and personal checks are unacceptable forms of payment. You will need to set your Clover payment schedule with your Partnerships Coordinator if you would like to pay electronically

Feeding San Diego uses Clover for agencies to submit payments online using a credit or debit card. Agency partners are not automatically sent an email notification from Clover stating their total overdue balance. Please communicate with your Partnerships Coordinator that you would like to start receiving these emails with a hyperlink to process payment in full. Once you inform your Partnerships Coordinator, they will create your clover invoices to be emailed out to your requested email. Upon submission, a confirmation page will state payment was received successfully.

Questions about payments can be sent to [recievables@feedingsandiego.org](mailto:recievables@feedingsandiego.org).

## AGENCY EXPRESS (AE3) ASSOCIATED FEES

In addition to Food Rescue, agencies may get approval to order food from Feeding San Diego's warehouse on Agency Express 3 (AE3). Each person in your organization will need their own username and password unless your Partnerships Coordinator has approved a group log-in for a computer. The cost of the product will be shown on the platform.

For part of 2026 we will not be having shared maintenance and delivery fees for most items and orders. However, standard practice is shared maintenance and delivery fees apply to all items ordered through AE3, unless otherwise specified, or the order is picked up directly from the warehouse by your organization. AE3 will only show the shared maintenance fee; the delivery fee will be calculated and included in the final invoice. Delivery fees are \$0.01 per pound, with a minimum charge of \$25 and a maximum of \$125.

## LATE OR MISSED PAYMENTS

Feeding San Diego requires all agency account **balances to be paid within 30 days** of the invoice date. After 30 days, the following may occur:

- Agencies with invoices unpaid after 30 days will receive a reminder email notification
- Agencies with invoices unpaid past 60 days will be placed on product hold until the invoice is paid, and the account is cleared
- Being placed on product hold means that an agency cannot access product from Feeding San Diego through all our services such as food rescue, AE3, Marketplace and Starbucks

Continued problems of this nature (e.g. negative account balances, late or missed payments, etc.) may result in loss of program privileges or even termination of partnership, as determined by the Neighborhood Partnerships Manager.

Please keep in mind, Feeding San Diego reserves the right to refuse service to any agency that has repeated late, missed, or bounced payments. It is in our community's best interest for Feeding San Diego and partner agencies to work together as smoothly as possible, so please communicate any concerns or issues immediately. Feeding San Diego also reserves the right to charge a fee of \$25 for any checks returned by the bank for any reason.

# GRIEVANCE POLICY AND PROCEDURE

## AGENCY TO FEEDING SAN DIEGO GRIEVANCE

If an agency has a complaint or experiences a problem with Feeding San Diego, they may contact the Neighborhood Partnership Manager for details about the grievance process. Every effort will be made to resolve the matter. If unable to resolve the grievance to mutual satisfaction, the Neighborhood Partnership Manager will present the matter to the Director of Programs.

## IN SUCH CASES, THE FOLLOWING OUTCOME MAY RESULT

- Feeding San Diego may notify the agency's Executive Director/President/Pastor of the decision
- Depending on the complaint, a hold or separation may be required

## CLIENT TO AGENCY GRIEVANCE

The client may contact the Neighborhood Partnerships Assistant Manager to file a complaint. The partnerships team will then record the complainant's information and contact the agency to gather additional information. The objective and obligation of Feeding San Diego 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

- After a reasonable deliberation, Feeding San Diego will contact the agency with notification of the complaint and of any information compiled during the Feeding San Diego investigation. Feeding San Diego reserves the right to withhold confidential information from the complainant to the agency.
- If no wrongdoing on the part of the agency is found, Feeding San Diego will contact the complainant and explain the investigation by Feeding San Diego, as well as the decision.
- If wrongdoing on the part of the agency is found, the agency will receive a written response from Feeding San Diego citing the outcome the investigation and will stipulate the corrective action(s) that must be taken by the agency and Feeding San Diego's projected follow up.
- Feeding San Diego reserves the right to separate from an agency partner based on the outcome of the investigation.
- All client grievances against an agency will be documented and are required to remain in the agency's file for a minimum of three years.

## FEEDING SAN DIEGO STAFF TO AGENCY GRIEVANCE

If Feeding San Diego staff notices or believes there to be an issue with an agency, Feeding San

Diego will follow the “Client to Agency Grievance” procedure listed above to resolve the issue.

## **AGENCY TO CLIENT GRIEVANCE RECOMMENDATION**

If an agency files a grievance against a client, a record of the incident should be kept on-site at the agency for a minimum of 3 years. Feeding San Diego will ask to see this record if the client seeks to file a complaint with Feeding San Diego against the agency.

Feeding San Diego advises an agency partner to complete and retain an incident form for instances including but not limited to:

- Physical and/or verbal confrontations
- Removing someone from the premises
- Refusing service to a client either temporarily or permanently

## **FOOD SAFETY**

As in any food business, food safety is of paramount importance to food banking. Agencies must comply with all local, state, and federal laws and regulations, including permitting requirements to operate food distributions. Feeding San Diego requires a minimum of the primary contact at every agency operating a distribution to hold a food handler certification and at least one person at every distribution. If the agency is participating in food rescue and/or distributing prepared food, any staff or volunteer that participates in those programs must also be certified.

### **FOOD SAFETY TRAININGS**

- Valid Food Handler’s Cards can be completed through an online course and assessment. A list of all San Diego County Department of Environmental Health approved classes can be found here: San Diego County Department of Environmental Health Food Handler. You can also do so through eFood Handlers training program that is approved in SD County: <https://www.cafoodhandlers.com/San-Diego-Food-Handler>
- All agencies that meal prep or use the kitchen are required to have at least the Food Handlers Card for Managers’ Certification. Upon completion, the attendee will receive a certification, and they will need to provide a copy to be saved in the agency file.
- All agencies are required to have at least one person who is in charge and present at distributions; this person must always have a valid Food Handlers certification. It is highly recommended that at least two people have the certification in the case of the first person’s absence from your distributions.

### **FOOD RECALL PROCESS**

In the rare event that food needs to be recalled from distribution, Feeding San Diego requires

agencies to have a process in place to appropriately track and pass along recall information.

## THE LIST BELOW IS REQUIRED OF EACH AGENCY

- One designated person responsible for recalls, whose contact information is on file with Feeding San Diego
- Designated person needs to subscribe to emails (see links below) from the FDA and USDA to stay on top of recalls that may apply to them from other organizations or companies (if you are picking up from a grocery store not affiliated with FSD)
  - [FDA Recalls, Market Withdrawals, & Safety Alerts](#)
  - [USDA Recalls & Public Health Alerts](#)
- Feeding San Diego will also pass along food recall emails from national sources for food that is not believed to have passed through the distribution center but may have entered agency distribution channels through other means. These notices need to be posted for client visibility if you believe you have received this food from any source. Client visibility may include posting information about the recall at your distribution site or posting on your organization's social media page(s).
- All food must have its own individual nutrition labels
- Required to notify all agencies you redistribute food to in the event of a recall notice. See the redistribution section of this handbook for more information

## BULK REPACKAGING

Bulk repackaging is defined as opening any food packaging and exposing it to the air. If an agency is repackaging bulk food items at their facility (i.e., household sized bags of flour from a large 50-pound bag or individual chicken from a 25-pound case, into smaller packages etc.), you must notify your Partnerships Coordinator **before** to collect and monitor the following criteria:

- Have the applicable permit with the County of San Diego Department of Environmental Health (DEH) and share with your Partnerships Coordinator
- Have a clean room which is referred to as; “a separate, enclosed room that is dedicated for bulk repackaging which is designed to the highest standards of sanitation and prevents as many environmental contaminants as possible. It must be designed so that the interior surfaces are durable, non-absorbent and easily cleanable, built to commercial food service construction standards and meet local health regulations.”
- Label the repacked materials to meet FDA requirements for the product being repackaged. *Please check with the County DEH to learn more about these regulations.*
- Maintain a permanent record of all food repacked, which should include:
  - A sample of the label from both the bulk product and the repackaged food
  - Number of units packed
  - Weight of food repacked
- Ensure that all packaging is acceptable for food (food grade)

If your organization is interested in bulk repackaging, please obtain your permit with the County

of San Diego and then contact your Partnerships Coordinator for additional required paperwork. **Repackaging of any kind should not occur before these steps have been completed.**

**Again, repackaging means opening any food and exposing it to the air.**

## PARTNERSHIP TYPES/MODELS

### PANTRY

For smaller households served at one time on a regular basis, it is suggested to open multiple days/hours per week. The following guidelines need to be followed:

- Store products in a secure, food safe location, off the floor and at least 6 inches away from the walls
- Provide an intake system (noting name, phone number, household size)
- Client choice or pre-boxed distribution model
- Flexible and/or frequent distribution times
- A representative on-site that is present during pantry hours never leaving food unattended

### LARGE SCALE DISTRIBUTION

Farmers market style, walk-up, or drive-thru distributions are when tables are set up with food items in a parking lot or food safe indoor or outdoor space. Most ideal for serving large volumes of neighbors at one time. The following guidelines need to be followed:

- Glean produce onsite\*
- Store produce in a food safe and secure location from time of delivery to time of distribution
- Fixed times even if more infrequent distribution times (1x/week, monthly, etc.)

*\*Please dispose of pallets and boxes on your own where able – if you need FSD pallets returned, please contact your Partnerships Coordinator. You will also be responsible for disposing of produce that is not safe for consumption – we recommend finding a nearby farm who can take the produce to feed livestock, or composting if that is not an option.*

### MEAL OR GROCERY DELIVERY

Homebound deliveries of food that is received through Feeding San Diego. The following guidelines need to be followed:

- Transport food from agency to individual home in a food safe manner that follows all local, state, and federal laws regarding food transportation

## ON-SITE MEAL PROGRAM

For service of on-site meals served at set times throughout the week/month or delivered directly to individuals after preparation at the agency location. The following guidelines need to be followed:

- All requirements of grocery delivery (noted above) plus:
- At least one person preparing the meal must have their food handlers' card at **Manager level**
- All meals must be prepared in a DEH certified kitchen

## RESIDENTIAL PROGRAM

Distributions that are closed to the public and only available for participants in the program. The following guidelines need to be followed:

- No part of the residential program fee can be based on the provision of food or products that have been donated to the agency. The fee must be comprehensive and cannot vary based on the donated products that are utilized by the agency
- Any residential fees assessed are not related to either the cost of the agency's acquisition of the product or the cost of making the product available for consumption and/or distribution

## COMBINATION

A distribution model that includes elements of more than one partnership type but upholds the requirements of each type.

*Feeding San Diego recommends a client-choice pantry when applicable.*

## FOOD ACCESS CHANNELS

The following information pertains to the specific channels that Feeding San Diego operates to pass food along to its Partners. All Partner Agency Agreements denote which of these channels they have been approved to access. Access to these channels will be assessed by Feeding San Diego's capacity to provide the services to you. If an agency would like to add an additional channel, please contact your Partnerships Coordinator for further information.

## REQUIRED PARTNERSHIP BASICS TRAINING

To procure food from Feeding San Diego through any channel, the primary contact from the partner must complete a Partnership Basics training. It is highly recommended that more than just the primary contact completes the training. Anytime an agency gets a new primary contact, the new primary contact must complete the orientation. Basic food safety will also be reviewed at this time, ensuring every agency meets the food safety guideline minimums set forth by Feeding San Diego. These trainings are held in-person at Feeding San Diego throughout the year. For organizations that are already a partner, a once-a-year refresher training course in-person is required.

## DELIVERIES FROM FSD DISTRIBUTION CENTER

Feeding San Diego charges, a \$0.01 per pound transportation fee. The fee stays the same for any location within San Diego County. This delivery fee will offset the staff, fuel, and vehicle maintenance costs that we incur. For part of 2026 we will not have shared maintenance and delivery fees for most items and orders. However, standard practice is shared maintenance and delivery fees apply to all items ordered through AE3 unless otherwise specified or if the agency is picking up from the warehouse.

## PURCHASED PRODUCT

Feeding San Diego may purchase high-demand, nutritionally dense items. These purchased items may be available to agencies at the purchased cost plus a minimal handling fee. Feeding San Diego's goal in food sourcing is to always provide you with the highest quality food, at the lowest possible cost.

## APPOINTMENTS AND CLOSURES

When Feeding San Diego is closed due to a holiday, it will affect both order pick-ups and deliveries. If your agency usually receives an order on a day that Feeding San Diego is scheduled to be closed, you will not receive an order that day and your Partnerships Coordinator will be reaching out to reschedule your order.

If ordering online through Agency Express 3, please remember to submit all orders by your deadline. Partnerships Coordinators send out standing appointment schedules at the beginning of the year of how holiday closures may affect your ordering submission deadlines, so it is imperative that you read those emails in full and follow the deadline instructions.

## **FSD RESPONSIBILITY FOR FOOD GOING TO AN AGENCY PARTNER**

- Sort product for safety and quality upon arrival at Feeding San Diego Distribution Center
- Ensure accuracy while pulling agency orders
- Contact the donor or food manufacturer if product received is unfit for distribution

## **AGENCY RESPONSIBILITY FOR FOOD GOING OUT TO THE COMMUNITY**

- Verify accuracy and completion of order invoice before departure from Feeding San Diego Distribution Center (if pick-up order).
- Sign off on invoice upon delivery from Feeding San Diego driver.
- Sort and glean products for safety and quality upon arrival at the agency site and before food is distributed to the community. Please find gleaning videos and tips on our Partner Portal.
- Take pictures and email/text your Partnerships Coordinator immediately if majority of (over 40%) inspected product is unfit for distribution.
- Always maintain safe temperatures of foods that require refrigeration/frozen

## **AGENCY EXPRESS**

Feeding San Diego accepts orders exclusively through the Agency Express online ordering system. Using AE3, agencies have access to a daily-updated inventory list of available products. If you need instructions on placing orders, please reach out to your coordinator for assistance.

## **DELIVERIES THROUGH AGENCY EXPRESS**

Feeding San Diego delivers orders based on pre-scheduled standing appointments. To receive a delivery, agencies must submit their order through Agency Express aligned with their designated appointment time. Your ordering window opens five FSD business days before your delivery date at 7 a.m. Your ordering window closes 3 FSD business days before your delivery date at 3 p.m. It is up to the agency partner to confirm a rescheduled appointment with your Partnerships Coordinator.

Any discrepancies or damaged items found after receipt must be reported to Feeding San Diego immediately by emailing your Partnerships Coordinator with pictures and a description of the issue.

Please confirm that your order status changes to “acknowledged”.

## ADD, REMOVE, CHANGE USERS IN AGENCY EXPRESS

To add, remove, or change authorized AE3 users, agencies must contact their Partnerships Coordinator. This must be done in a timely manner for FSD to be able to make the changes before the order is due.

## PICK-UP ORDERS

If you are coming to pick up an order at Feeding San Diego's distribution center, please enter through the door by the distribution center office, which is located to the right side of the main loading ramp. Please ring the doorbell to alert the distribution center staff of your presence

Pick-ups may be scheduled through your Partnerships Coordinator in the following time range:

- Monday – Friday, 8 a.m. – 12 p.m.
- 30-minute appointments

## THE FOLLOWING MUST BE DONE FOR A PICK-UP ORDER

- All orders must be verified and signed for accuracy and quality assurance upon pick up.
- Do not accept product that is not food safe.
- If using an open vehicle, food needs to be properly secured prior to departure with the use of tie-downs, netting, etc.
- All temperature-controlled product (i.e., produce, refrigerated items, frozen items, etc.) must be transported in a food safe manner using passive cooling devices to your facility and put back into proper storage.

## MOBILE MARKETPLACE

The Agency Mobile Marketplace (MMP) is a program that provides agencies access to produce in their community on a regular basis. Any active agency under a certain household threshold can attend an MMP distribution, but please keep in mind that this program is not intended for agencies planning to serve more than 90 people per distribution. The MMP is ideally set for agencies who are serving **under** 90 households as it is a first come first serve setup. Our distribution center staff will make final decisions on the product available, and we will not be able to provide you a list of what is coming beforehand.

The MMP is not designed to serve individuals seeking food assistance, so if someone from the community comes, Feeding San Diego will provide information on nearby distributions. Agencies participating in the MMP will also help direct the individual to their distribution, if in a location that is accessible to the individual.

Feeding San Diego has four MMP distributions each week throughout San Diego County to provide agencies with nutritious produce. Please inquire with your Partnerships Coordinator for locations, days and times. These are first come, first serve, and it is recommended to get there before the starting time.

## FSD RESPONSIBILITY AT MMP

- Weigh and record product.
- Ensure safe distribution of produce.
- Feeding San Diego driver will inform programs department of any challenges and any increase or decrease of product needed.
- Feeding San Diego driver will stay at the MMP site for the full hour allotted for the program operation.
- Have a list of nearby partners in case any individuals come looking for food assistance.

## AGENCY RESPONSIBILITY AT MMP

- Provide your four-digit agency number to the driver.
- Bring own boxes or bags for transport.
- Glean product on-site. Making sure to respect the host site and keep the area clean.
- Make sure that the Feeding San Diego driver has weighed and recorded all the agency's items.
- Transport the produce back to the agency in a food-safe manner.
- Distribute product that same day or have on record with Feeding San Diego proper storage for produce.
- Help provide information to any individuals who come looking for food assistance.

# FOOD RESCUE

Feeding San Diego works with local and national grocery chains (in addition to other types of food businesses) to facilitate Food Rescue with qualified agency partners. Through our national affiliation with Feeding America, we have national agreements with Walmart, Albertsons, Ralphs, Food 4 Less, Sprouts, and Targets stores in San Diego County, to name a few.

Our donors are paired with one or more local agency partners for regular pick-ups. Agency partners pick up nutritious and fresh foods from all departments of the store including produce, meat, dairy, shelf-stable and bakery items that would otherwise go to waste, free of charge.

Feeding San Diego oversees this program to support comprehensive participation from all donors, ensure the highest standards of food safety, and help agencies integrate donations into their program or distribution. All agencies interested in becoming a Food Rescue Partner must complete training and sign a Food Rescue Agreement and return it to their Partnerships Coordinator for review.

All current agencies approved for food rescue agree to uphold the following program requirements and responsibilities:

## AGENCY RESPONSIBILITIES

- The Partner will need to complete a Food Rescue orientation training through video and quiz to review requirements for the program and establish an online profile for reporting pounds through the platform MealConnect.
- Maintain consistent and clear communication with donor stores and Partnerships Coordinator.
- This includes maintaining a consistent schedule with the assigned donor and notifying donors and Feeding San Diego of any temporary or permanent schedule changes.
- Provide agency's own representative(s) to pick-up donations from the Food Rescue Partner.
- Maintain accurate donation receipts detailing the total weight of donated product received from retail donors.
- Submit donation receipts in MealConnect on a weekly basis (within 7 calendar days of pickup or by the last day of the month), at minimum.
- Receipts are always required even if you did not complete a pickup through "No Donations" or "Pick Up Not Attempted" options.
- Bring and maintain all required safety equipment to every donor pick-up - this includes temperature control devices (freezer blanket, coolers, etc.) and thermapens.
- Uphold temperature integrity of all donated products and keep temperature logs throughout transportation process.
- Build positive relationships with donor partners by being consistent, flexible, and respectful.
- Distribute 100% of useable Food Rescue Product to community members facing food insecurity.
- Distribute product obtained from the Food Rescue program only within San Diego.
- Glean donated produce. Ensure that any severely damaged and consequently contaminated product (including damaged cans) is properly disposed of. Please notify your Coordinator if this is a consistent issue
- If no answer from receiver within 20 minutes go through the front door and let them know you are waiting.
- A two-week notice is required before disconnection.
- It is the agency's responsibility to find coverage when you are unable to complete a pickup.

## FSD RESPONSIBILITIES

- Conduct initial on-site inspection of agency partner to operate the program and keep approval on file. This includes checking dry good & cold storage capacity.
- Establish and coordinate the relationship between food rescue partner and donor, pair agencies with donors in need.
- Conduct roll-out meeting with donor management, receiver/site operator, and the designated agency during first visit to establish logistics and standards.
- Ensure donors have adequate and consistent pickup schedules.
- Act as a mediator between agency and donor if concerns arise

- Provide agencies with adequate training and food rescue resources and guides including food safety and MealConnect reporting
- Conduct quarterly visits to donors to ensure integrity of the program and food safety for individuals being served
- Report donation activity to donors as needed
- Share opportunities and mobilize donors to give their full potential

## **STARBUCKS FOODSHARE PROGRAM**

Feeding San Diego has partnered with Starbucks as part of their FoodShare program to capture donations of wholesome, ready-to-eat meals including breakfast sandwiches, paninis, bistro boxes, yogurt parfaits, and high-quality bakery items from over 200 San Diego County locations.

The FoodShare program will provide ongoing support to strengthen and expand Feeding San Diego's network of partner agencies to provide safe and nutritious meals to the thousands of San Diegan's struggling with hunger.

All Feeding San Diego affiliated partner agencies participating in the Starbucks FoodShare Program must adhere to the processes, procedures, and requirements listed below.

## **AGENCY RESPONSIBILITIES WITH STARBUCKS**

- Regular weekly pick-ups of Starbucks product from the Feeding San Diego Distribution Center at the agreed upon day/time.
- Arrive on time and within the pick-up time slot assigned to your organization.
- Maintain food safety temperatures throughout pick-up, delivery, and distribution.
- The product must be distributed and consumed within 12 hours of thawing.
- Clean and return all bins prior to returning to the Feeding San Diego Distribution Center. If your agency does not return the full number of bins from the previous week, you will only receive the same number of bins you return.
- If no bins from the previous week are returned at the time of pick-up, no Starbucks products will be provided.
- Maintain consistent and clear communication with your Partnerships Coordinator.
- If your agency will not be able to make your pick-up, or will be closed for a holiday, you are required to alert your Partnerships Coordinator of these changes at least 3 business days prior.
- If you have any last-minute changes, cancellations, or are running late, contact your Partnerships Coordinator immediately.

## FSD RESPONSIBILITIES WITH STARBUCKS

- Ensure food safety and integrity is maintained throughout the pick-up process at the distribution center as well as maintain food safety storage
- Communicate schedule changes to agencies
- Track poundage of donated items
- Work with Feeding America, Starbucks, and Penske on any issues regarding product and food safety

## REDISTRIBUTION PROCESS

If an agency collects more product than they can handle or safely distribute to their clients, agencies are allowed to redistribute food **only** to another Feeding San Diego partner. This process should occur **rarely**. This is only if you have completed and submitted the Redistribution Agreement form (on Partner Portal or ask your Partnerships Coordinator) to Feeding San Diego and have been approved to redistribute on extremely rare occasions.

By completing the application, the agency is agreeing to adhere to the following guidelines:

- The product being sub-distributed is in excess to the normal distribution, needs to be distributed to maintain quality, or be distributed while it is safe for human consumption.
- Product can only be sub-distributed to Feeding San Diego approved agencies that are in good standing.
- Product may only be re-distributed one time.
- All sub-distributions must be tracked accurately by the sub-distributing entity to facilitate trace and recall procedures. This includes having a signed agreement and always filling out the FSD Redistribution Logs.
- No fees can be charged in relation to sub-distributions (e.g., VAP, handling fees, delivery, transfer, referral or any other fees paid to the sub-distributing organization)
- Redistribution should be extremely rare and not a common occurrence

## RECORD KEEPING AND REPORTING

Record keeping and reporting are essential functions of operating a food distribution with Feeding San Diego. Without accurate reporting, we cannot properly serve the community. Depending on the programs you participate in with Feeding San Diego, various reporting requirements must be followed to remain in good standing.

## RECORD KEEPING

All Partner agencies are required to keep records of the following:

- Feeding San Diego agreements
- Proof of food safety certifications
- Feeding San Diego invoices or retail store receipts (for a minimum of one year)
- Food Safety Temperature Logs (see Appendix A for example template)
- Pest Control Logs (if doing own in-house inspections) or pest control invoices
- Food Rescue Temperature Logs
- Number of individual households served monthly for reporting purposes
- Recall notifications and process followed to inform clients (for a minimum of one year)

## MONTHLY SURVEY REPORTING

*Why this is important:*

All partner agencies are required to submit monthly surveys. The information collected through surveys is required for the mutual benefit of Feeding San Diego and partner agencies. This data is useful for the improvement of services as well as to educate donors, policymakers, journalists, and the public about hunger in San Diego County. By demonstrating the need for services, we can more effectively seek and ask for support.

The monthly survey asks for the number of individual households served, operational details of each agency, and feedback on services and product.

The monthly survey will be sent out in the first week of the month with the household count being for the previous month. The survey is due **no later than the 5th of that month**. For example, a survey will be sent out on the first 3 business days of January, and it will require the household numbers served for December. The survey will be due by the 5th of January.

The monthly survey is collected through a Smartsheet form link included in the monthly newsletter as well as sent directly to the agency's primary contact.

If you have problems completing the monthly survey, please contact your Partnerships Coordinator prior to the due date.

## FOOD RESCUE REPORTING ON MEALCONNECT

*Why this is important:*

Only partner agencies participating in the food rescue program are required to complete this type of receipt collection. The data provided in Food Rescue receipts serves as a tool for agencies to use within their own organization (applying for grants, showing impact in community, etc.) as well as providing critical information for donors. Recordkeeping is also required by law, as stated in SB1383.

The data is used by donors and Feeding San Diego to identify areas for improvement within their donation program regionally. Feeding San Diego also uses the data to identify where we can improve at the individual donor level. The most important reason for reporting pounds is that it provides a receipt to the donor of their donation and serves to help ensure the donors continue donating in the future.

## REPORTING REQUIREMENTS

All Food Rescue Partner agencies must keep accurate records of pounds donated by donors and report to Feeding San Diego using MealConnect, an online reporting platform. Training in using and reporting via MealConnect is provided during the Food Rescue onboarding process. Pre-recorded training can be found on YouTube and the MealConnect website. Retraining or training for new staff is available by contacting your Partnerships Coordinator.

Food Rescue receipts are due weekly. When entering receipts, pounds must be input for the day the pick-up is completed, not the day you are entering the receipt. Receipts **CANNOT** be combined at the end of the reporting period. For example, if you made four pick-ups in the reporting period, four individual entries must be made with the corresponding pick-up dates.

**Repeated late reporting will result in a removal from the real-time donation opportunities and may warrant an on-site visit from the Partnerships and Food Rescue team to support the partner with a plan to submit on-time receipts.**

## OTHER REPORTING REQUIREMENTS

Feeding San Diego occasionally awards grants to agency partners to support capacity growth and infrastructure. In the event you are awarded a grant from Feeding San Diego, you will use the grant funds as expressly outlined in the provided grant agreement and you will provide Feeding San Diego with verification (an invoice, receipt, payroll report etc.) that the funds have been spent as agreed. In addition, you will provide photos and/or testimonials of the capacity building equipment/project and its benefits within six (6) months of purchase. In addition, you will be responsive to requests from Feeding San Diego regarding the grant status, impact, and other inquiries necessary to assess the impact of this capacity building grant funding.

**Lack of compliance with these requirements and requests will result in an agency hold/suspension of food pick-up/deliveries/food rescue and if not corrected within 30 days partner separation.**

Please access frequently used forms on the Partner Portal

[Partner Portal – Feeding San Diego](#)





## **PARTNERSHIP AGREEMENT AND ACKNOWLEDGEMENT OF HANDBOOK RECEIPT**

I acknowledge that I have received a copy of the Feeding San Diego Partnership Handbook updated in December 2025, which contains important information on Feeding San Diego’s partnership policies, procedures and benefits. I understand that I am responsible for familiarizing myself with the policies in this handbook and agree to comply with all rules applicable to me and my organization. This also includes staying up to date with updates and changes as communicated to me by Feeding San Diego.

I understand and agree that the policies described in the handbook are intended to supplement the partner agreement and do not constitute a contract of partnership in and of themselves. I understand that Feeding San Diego reserves the right to make changes to its policies, procedures or benefits at any time at its discretion. I further understand that the Feeding San Diego reserves the right to interpret its policies or to vary its procedures as it deems necessary or appropriate.

Feeding San Diego will inform partners of any updates to the handbook in the monthly email newsletter. An updated version will be available on Feeding San Diego’s website or by request.

I have read and agree to abide by the policies and procedures contained in the handbook.

\_\_\_\_\_  
Agency Name

\_\_\_\_\_  
Agency Number

\_\_\_\_\_  
Printed Name of Agency Chief Executive/Director/Faith Leader

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Agency Chief Executive/Director/Faith Leader

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Primary Contact

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Primary Contact

\_\_\_\_\_  
Date