

## Rhode Island Community Food Bank 2018 Best Practices Form

Date Field

Agency Number

Contact Name

Agency Name

**Part I:** Please check the boxes for each practice that your agency follows. Then add up the points for each section. If you score at or above the target points you will be qualified in that area. Your agency can be qualified in each of the areas: Leadership and Management, Distribution, Food Safety, Cultural Competency and Community Partnerships and Resources. Agencies that qualify in any area will be recognized at the Annual Agency Conference.

**Part II:** Any agency that qualifies in 3 of the 5 areas may also submit a description of a single best practice in any area - even if it is not listed here. The RICFB team will review the practices and pick out the top 3 Best of the Best. Each of these agencies will receive a \$1,000 cash grant to be used to support the food distribution program.

### Part I

#### Leadership and Management

1. We have a Board of Directors (10 pts)
2. Our Board meets at least 4 times per year (10 pts)
3. We have an up to date Organizational Chart (10 pts)
4. We offer training for staff/volunteers at least 2 times per year (15 pts)
5. Our agency has a written succession plan (10 pts)
6. Our agency has a written strategic plan (10 pts)
7. We develop an annual operating budget (10 pts)
8. Our budget is reviewed by staff and the Board of Directors at least quarterly (10 pts)
9. We develop annual fund raising goals (10 pts)
10. We promote our program to the community (bulletin boards, social media, newsletters, etc.) (15 pts)
11. We meet with staff/volunteers regularly to provide updates on program procedures changes (10 pts)

Score: 95 out of 120

My Agency Score:

#### Distribution

1. We offer 100% "Client's Choice" where guests are able to choose their own products (10 pts)
2. We are open after typical work hours or on the weekends (10 pts)
3. We have an emergency plan for distribution (15 pts)
4. Guests may come weekly or bi-weekly (10 pts)
5. We train staff/volunteers to do specific tasks (stocking, greeting guests, receiving food, etc.) (10 pts)
6. We have written job descriptions for staff and volunteer tasks and functions (10 pts)
7. We post our distribution and customer service guidelines for guests to see (15 pts)
8. We have a waiting area or system to address guest's exposure to the elements (10 pts)

Score: 75 out of 90

My Agency Score:

**Food Safety**

- 1. We offer food safety information sessions to all staff and volunteers (15 pts)
- 2. We post information for guest's regarding food safety - such as what do the dates mean (10 pts)
- 3. We keep daily temperature logs for our cold storage units (10 pts)
- 4. All staff/volunteers know what is an acceptable food source and an acceptable donation (10 pts)
- 5. We sanitize all surfaces that come into contact with both perishable or shelf-stable food (10 pts)
- 6. We have wash hands signs posted in bathrooms (10 pts)
- 7. We post recall information for our guests (15 pts)
- 8. We have a written protocol in place to handle food complaints (10 pts)

Score: 80 out of 90

My Agency Score:

**Cultural Competency**

- 1. We are handicapped accessible (5 pts)
- 2. We have a program or system to address senior specific needs (10 pts)
- 3. We have translators on-site during distribution (10 pts)
- 4. We have written materials - brochures, flyers, posters, etc. are in more than one language (5 pts)
- 5. We are aware of special dietary needs and help guests choose foods or make referrals (5 pts)
- 6. We are aware of the special needs of the homeless population (10 pts)
- 7. We have participated in a training for working with people with mental health issues (10 pts)
- 8. We promote the "All Are Welcome" campaign by hanging poster in English & Spanish at our site (10 points)

Score: 50 out of 65

My Agency Score:

**Community Partnerships and Resources**

- 1. We offer community resource trainings/workshops for guests (SNAP,LIHEAP,WIC, etc.) (10 pts)
- 2. We offer written materials/flyers or have posters highlighting community resources (10 pts)
- 3. We have information posted about 211 and we refer guests when appropriate (5 pts)
- 4. When possible we partner with other multi-service and social service agencies in our area (10 pts)
- 5. We participate in regional forums (RICFB, Basic Needs Networks) (15 pts)
- 6. We support the communication and media efforts of the Food Bank whenever possible (5 pts)
- 7. We are a member of the AAC (Agency Advisory Committee) or we attend open meetings (15 pts)
- 8. We have attended a Food Bank workshop or training in the past year (10 pts)
- 9. We have hosted the Food Bank's nutrition education program in the past year (10 pts)
- 10. We have attended either the Annual Meeting or the Agency Conference (10pts)

Score: 85 out of 100

My Agency Score:

**Please indicate the areas that your agency is best practice qualified:**

  

Leadership and Management

Distribution

  

Food Safety

Cultural Competency

Community Partnerships and Resources

**Part II**

If your agency qualifies in at least 3 areas, you are also invited to submit a narrative description of a single best practice in any area - even ones not listed here. NOTE: please describe an ongoing best practices not one that is in the planning stage.

A large, empty rectangular box with a thin black border, intended for the user to provide a narrative description of a best practice. The box occupies the majority of the page below the introductory text.