

FARE FOR ALL
A Program of EFN

HOST SITE GUIDE



Fare For All
8501 54th Avenue North
New Hope, Minnesota 55428

WELCOME TO FARE FOR ALL!

We are pleased to welcome you to the Fare For All Team! Thank you for your willingness to give your time and leadership to serve your community through this valuable program. Fare For All could not exist without you and many more faithful volunteers.

Please remember that we are here to support you and your Fare For All site. If there is anything that you need, please contact us. We are happy to help in any way we can and we love hearing from you!

The following pages contain information that will help you organize your site and will serve as a reference if you ever have questions about a procedure. Please read through this information before your first distribution. If you have any questions contact the Fare For All office at 763-450-3880 or 1-800-582-4291.

We sincerely hope that you enjoy your time with Fare For All as your work with others to support and grow your community!

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TEAM MEMBERS AND RESPONSIBILITIES

TEAM LEADER

The Team Leader is responsible for the overall organization of the site. The leader may take orders, complete monthly paperwork, track statistics, handle money and finances, promote and advertise Fare For All in the community, assist participants, and organize volunteers. The team leader is also responsible for communication with the Fare For All office staff, which includes notifying the office of any site changes, completing the monthly order, and any other needs as they arise.

TEAM CO-LEADER

The Co-Leader assists the leader with above responsibilities. The Co-Leader may step in and lead in the leader's absence.

VOLUNTEERS

Volunteers assist with a variety of tasks at the host site including transportation, packaging orders, cleaning and maintaining the site, calling participants to remind them of the pick-up day and time, assisting participants, and promoting the program in the community. It is suggested that each site have 6+ volunteers committed to spending a few hours once a month.

SPONSORING ORGANIZATION

Fare For All recommends that each site have a community sponsor. A sponsor may be a church, school, senior center, VFW or other community group or organization. The sponsor may help subsidize costs, provide a physical location for the program, or assist with promoting the program in the community.

FARE FOR ALL OUTREACH COORDINATOR

The Fare For All Outreach Coordinator works at the main Fare For All office in New Hope. The Outreach Coordinator serves as a resource person for you and your site. The Outreach Coordinator can provide promotional materials, volunteer training, site visits, and any additional support you may need. Contact the Outreach Coordinator with changes or concerns regarding your site.

FARE FOR ALL PROGRAM COORDINATOR

The Fare For All Program Coordinator receives your monthly order, payment and paperwork. If you have any questions about your order or need to report shortages, contact the Program Coordinator.

DISTRIBUTION DAY SCHEDULE

Distribution takes place one weekend a month, usually the third weekend. You may choose to distribute the orders at your site on Friday or Saturday of that weekend.

The week before the distribution, the team leader and volunteers may choose to call participants to remind them to pick up their order at the specified time.

The following is an example of a typical Saturday distribution schedule:

The team travels to the warehouse in New Hope to pick up the order. Teams may arrive between 5:00-7:30am. The team, accompanied by a Fare For All warehouse volunteer, packs the food order using a "pick sheet." The pick sheet gives the amounts in terms of cases and single items your site needs to fill your orders. The team then loads the order into your vehicle and travels back to the site. While at the warehouse you will also pick up a packet with all the paperwork for the month.

At the site, the team unloads the food and packs the food into individual orders or "shares." The team leader has a "menu" that gives directions for packing each order. The menu lists each package available that month and the item and the amount of each item that goes in each package.

Each site chooses a distribution time. Fare For All suggests a one to two hour time frame for participants to come to your site to pick up their order. During distribution time, the team leader takes payments and orders for the following month and collects data for Fare For All including volunteer hours, and number of individuals and households participating. Volunteers may assist participants with their order and help carry the order to vehicles as needed.

Following distribution time, leaders and volunteers spend time cleaning and maintaining the site. Team leaders complete paperwork and financial duties. The team leader is responsible for sending the completed order and payment for the next month to the Fare For All office by the first of every month.

DISTRIBUTION DAY CHECKLIST

- Day:**

- Time:**

- Distribution Location:**

- Transportation to and from the warehouse:**

- Volunteers:**
 - 1. 4.
 - 2. 5.
 - 3. 6.

- Paperwork from Fare For All including:**
 - Receipts
 - Log Sheets
 - Fare For All brochures/Flyers
 - EBT Offline Food Stamp Voucher Forms
 - Leader Packet with monthly paperwork

- Cash Box**

- Cash for making change (suggested: fifteen \$1 dollar bills, several \$5 dollar bills, roll of quarters)**

- Notebook**

- Stapler**

- Cardboard boxes and grocery bags for packing orders**

MONTHLY TEAM LEADER RESPONSIBILITIES

PARTICIPANT ORDERS

Each month the team leader/co-leader will be responsible for taking participant orders and payments. Participants are to order and pay on distribution day for the following month (ex. Participant places an order and pays in November for the distribution in December). Participants may pay with cash, check, or EBT card (food stamp card) at the distribution site. If a participant would like to use a credit or debit card, they must call the Fare For All office at 763-450-3880. The team leader records the order on the white log sheet using a yellow carbon receipt. The participant keeps the yellow receipt and the team leader keeps a record of the receipt on the log.

*****Please do not send cash through the mail with your order. You may send a personal check or money order for the amount of cash taken in.***

DATA COLLECTION

Fare For All collects data including households and individuals served as well as participant volunteer hours. This data is collected for statistical purposes related to grant proposals and Fare For All funding and support. Please record each participant's volunteer hours as well as the number of individuals in each household. This information should be reported on the monthly financial report that is turned in with your order and payment.

SAFETY AND PRIVACY

If possible, it is recommended that a minimum of two individuals work in the payment/order area on distribution day. At the end of the distribution time, two individuals should sign off on the funds taken in for accountability purposes.

Please try not to display large amounts of cash. Keep all money collected in a safe place or in a cash box, not out in the open. Please be conscious of how you collect personal and financial data from your participants. Make an effort to protect the privacy of the information that the participants are giving.

PAYMENT OPTIONS

Host sites must be prepared to accept EBT cards as a form of payment. Use the 2 or 3 part Offline Food Stamp Voucher form. The participant fills in the gray box and also includes a *telephone number and the dates the funds will be available*. You do not have to process the EBT card further, send the entire form to the Fare For All office with your payments and our office will process the EBT card. If we

are not prepared to accept the cards, it is an embarrassment to the site and the card bearer, and it is considered discrimination.

Checks should be made payable to Fare For All. The site is not responsible for any checks that come back as having non-sufficient funds. If we receive a check with non-sufficient funds, our program coordinator will contact the participant and the host site leader to make other arrangements for payment.

For confidentiality purposes, Fare For All accepts credit/debit card payments through our office only.

TRANSPORTATION FEE

Host sites are able to charge an additional transportation fee up to a maximum amount of \$2.00 per order to help cover the cost of transportation to the warehouse. The transportation fee may also be used to cover other miscellaneous administrative costs such as postage, advertising, money orders, etc. This fee should be collected separately from payments for the actual food orders.

Example: participant writes a check to pay for their order for \$17.00, the site charges and additional \$1 per package. The check should not be written out for \$18.00, the participant should write a check for \$17.00 and give the host site leader \$1 cash. The transportation fees collected do not need to be reported to Fare For All as part of the monthly financial report. The Fare For All Outreach Coordinator must also approve the transportation fee in advance.

MONTHLY FINANCIAL REPORT (MFR)

Each month you will receive a sheet called the "Monthly Financial Report." On this report you will write orders and payments received for the upcoming month. You will also record the data you collect from participants including volunteer hours and number of households and individuals. This report is sent to the Fare For All office along with your payments at the beginning of each month. (See sample MFR on the following page)

QUESTIONS ABOUT FINANCIAL POLICIES

If you have any questions about financial policies or procedures please contact the Program Coordinator at the Fare For All office at 763-450-3880, or 1-800-582-4291.

EBT CARD TRANSACTIONS

Fare For All is required by law to be trained and equipped to use the Electronic Banking System card referred to as the *EBT card*.

- The EBT plastic card is used like a debit card. There are two types of funds available on each card. A *cash assistance fund* and a *food assistance fund*. Fare For All is only authorized to take funds out of the *food assistance funds*.
- The state issues a certain amount into the card bearer's account each month. Each time the card is used to purchase groceries, that amount is taken from the account.
- While grocery stores use an electronic swiping system, Fare For All uses the "*OFFLINE FOOD STAMP VOUCHER*", which is an 8 ½ x 4-inch carbon copy form. This voucher is Fare For All's only method of accepting EBT cards as a form of payment.
- The host site will fill out the voucher and send it in with their Monthly Financial Report each month and Fare For All will use our machine to deduct the funds from the participant's account.

Please follow the instructions below for filling out the "*OFFLINE FOOD STAMP VOUCHER*". These directions correspond to the sample voucher.

1. Print card number
2. Print cardholder name
3. Print dollar amount
4. Get cardholder signature/date
5. *Print cardholder's phone number and date funds are available on the top of the form.*

3 Part

9304130

OFFLINE FOOD STAMP VOUCHER

EITHER: Clear voucher on POS device within 15 days,
OR: Mail white copy immediately to
eFunds Government Services, PO Box 290, Milwaukee WI 53201-0290

<p>Card Number (Must be complete card number)</p> <hr/> <p>PRINT Cardholder Name</p> <p><input checked="" type="checkbox"/> Cash <input type="checkbox"/> Food</p> <p>Cardholder Signature _____ Date _____</p> <p><small>In clearing this voucher, I declare that food stamp funds are available for the full amount of this transaction. If funds are NOT available, future months benefits may be deducted ONLY under specific circumstances as decided by the State. In the event of a dispute, if any information in the shaded areas has been altered, charge back may occur.</small></p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">APPROVAL NUMBER</td> <td style="width: 50%;">TRANSACTION DATE/TIME</td> </tr> <tr> <td>AMOUNT</td> <td>STORE NUMBER/TERMINAL NUMBER</td> </tr> <tr> <td>\$ _____</td> <td></td> </tr> <tr> <td colspan="2" style="text-align: center;"> <input type="checkbox"/> Purchase <input type="checkbox"/> Refund </td> </tr> <tr> <td colspan="2">MERCHANT NAME</td> </tr> <tr> <td colspan="2">STORE PHONE NUMBER</td> </tr> <tr> <td colspan="2">STORE ADDRESS</td> </tr> <tr> <td colspan="2">STORE CITY/STATE/ZIP</td> </tr> <tr> <td colspan="2">STORE SUPERVISOR/CLERK SIGNATURE</td> </tr> <tr> <td colspan="2" style="text-align: center;"><input checked="" type="checkbox"/></td> </tr> </table> <p style="font-size: 0.8em;"><small>Food Stamp regulations prohibit representation of this voucher by merchant if voice authorization was denied.</small></p>	APPROVAL NUMBER	TRANSACTION DATE/TIME	AMOUNT	STORE NUMBER/TERMINAL NUMBER	\$ _____		<input type="checkbox"/> Purchase <input type="checkbox"/> Refund		MERCHANT NAME		STORE PHONE NUMBER		STORE ADDRESS		STORE CITY/STATE/ZIP		STORE SUPERVISOR/CLERK SIGNATURE		<input checked="" type="checkbox"/>	
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4/20/09 01 White Funds Yellow Customer Pink Merchant

EBT CARD POLICY

All host sites act as a once-a-month grocery store. Just as grocery stores must accept different methods of payment, all Fare For All Host Sites need to be aware of our payment policy as well as the law, which applies in every state served by Fare For All. Thank you for taking the time to review this information.

By all state laws, your Host Site is required to honor any participant's payment through the use the EBT card. If this Host Site refuses to take an order from any person who legally offers one the EBT card for payment, **YOU ARE BREAKING THE LAW**. This refusal is discrimination and makes both you and Fare For All liable for your actions.

All Host Sites must always have EBT card Off-Line Vouchers on hand at registration time. Every month, your Monthly Financial Report has a space for you to order vouchers at no cost. If you run out in the meantime, call the Fare For All office to get voucher forms in the mail to you right away.

All transactions with participants who use EBT cards are confidential, and are not to be discussed with other participants.

If you have any questions about processing an EBT card, please call the Fare For All office at 763-450-3880.

PARTICIPANT ADD-ON ORDERS

The Fare For All office takes orders by phone for first time participants, or those participants that wish to pay with a credit or debit card. These orders are called "Participant Add-Ons" because they will be added to the order at your site. When you receive your leader packet, a list of all participant add-on orders will be included. The list contains the name of the participant, the order, and their phone number.

If you would like to have this information before distribution day, please contact the Outreach Coordinator to make arrangements. Some site leaders like to have this information in advance so they can call the new participants to welcome them to the program, answer any questions and give directions to the site.

(See sample participant add-on sheet on the following page)

TRANSPORTATION SUGGESTIONS

An appropriately sized vehicle is essential for a successful distribution site. The following are some general guidelines when planning for transportation of your monthly orders.

- Trucks, trailers, vans or mini-vans, and larger SUVs are best suited for transporting orders
- 50 packages – suggest 1 full size ½ ton truck with topper
- 80-200 packages – 13 ft truck (80 units/3 pallets)
- Approximate weight for 1 pack is 20 pounds
- Calculate your truck/trailer size a little larger than you think you will need.
- Always cover food that is transported in an open vehicle.
- Many sites are able to arrange for their transportation needs at little or no cost through community resources. Ask your participants to talk with their family, friends, and service clubs for ideas and assistance with transportation.
- If necessary, sites are able to charge a small transportation fee per food package to help cover the cost of transportation. (See previous pages for more information regarding this policy). This price will be determined by the site leader and agreed upon with the Fare For All Outreach Coordinator before any money is collected.

WAREHOUSE PROCEDURES

- 2-3 people are needed to assist at the warehouse with picking the order, and loading it into your vehicle.
- Call the warehouse if you are going to be late. 763-450-3880 or 1-800-582-4291
- Dress according to the weather as the loading docks are outside. No open toe shoes.
- Please be respectful of your fellow site leaders and Fare For All volunteers.
- Avoid rushing through the warehouse as you pick your order. Rushing can lead to mistakes and miscounts.
- Most sites need to allow about 30-60 minutes of time at the warehouse for packing and loading the order. Allow 1-2 hours for unloading food, counting food and packing orders, and setting up.
- When you arrive at the warehouse, check in at the sign-in table. At the sign-in table the volunteer will give you signs to use when you are loading your order at the dock. A volunteer will walk with you through the warehouse and act as a “checker” to help with the accuracy of picking your order. When your team is finished picking the order, the site leader and the warehouse volunteer will both sign the “pick sheets.” The site keeps one pick sheet and one is turned it at the checkout table. Whoever is signing off on this is accepting responsibility for the product. Before leaving the warehouse, pick up your leader packet (see sample leader packet on the following pages) at the checkout table.
- Please turn off your vehicle at the loading dock. Exhaust fumes accumulate in the warehouse and is unhealthy for the other volunteers and the food in the warehouse.

INTRANET SYSTEM

Fare For All has an intranet system where you can access monthly documents related to your Fare For All site distribution. If you have access to the internet, you will be able to access this intranet system from the Emergency Foodshelf Network website.

Documents that will be available on the intranet each month include:

- Fare For All Distribution Menu – this document lists what is in each package each month
- Monthly Financial Report
- Happenings Newsletter
- For Sale List – a list of packages that will be available for sale the following month
- Monthly Special Flyer
- Other general information related to the Emergency Foodshelf Network and Fare For All (calendars, staff contact information, etc.)

ACCESSING THE INTRANET

To access the Fare For All Intranet, go to www.emergencyfoodshelf.org and click on the link on the left hand side called Intranet Login. A new window will open where you will enter your username and password. To receive a username and password, please contact the Outreach Coordinator.

FREQUENTLY ASKED QUESTIONS

What should we do if a participant does not pick up his/her package during the scheduled distribution time?

First, call the participant and ask if they will be able to come and pick up the package as soon as possible. Gently remind the participant, that if they are not able to pick up the food, it cannot be saved for them and their food and money will be forfeited. If you are not able to reach the participant, you may sell the package to another participant. In this case, please provide the original participant a refund. If you do not sell the package, you may donate it to the local foodshelf or to an individual or family in need. You are not responsible for storing the package after the distribution time.

What if we have a shortage of items when we are packing orders?

Report shortages to the Fare For All office as soon as possible. The office will make up for the shortages with the next month's order. Explain to the participants the situation and keep a record of their names so that next month you can make up for the shortage.

Is refrigeration space needed at the host site?

No refrigeration is needed. All the food is fresh or frozen solid and the distribution of food at the site takes place the same day that the food is picked up. Distribution of food should take place soon after food arrives at the site to ensure food stays fresh/frozen.

Is the requested 2 hours of volunteer work mandatory?

Fare For All is committed to improving local neighborhoods and communities. We encourage participants to spend time volunteering each month, if possible. This could be something they are already doing, or involvement in community groups or organizations, or through Fare For All. If a participant is not able to spend time volunteering, we will not turn them away as a Fare For All participant.

What can we do to advertise the program in our community?

Take copies of the Fare For All brochure or flier to local businesses, apartment complexes, churches and community organizations and ask them to display it in a place people would see. Ask the Fare For All Outreach Coordinator for a Fare For All church bulletin insert and take it to local churches. Ask the Fare For All Outreach Coordinator for a copy of the Fare For All press release and send it to the local newspaper. Call community groups and organizations and ask if you or the Fare For All Outreach Coordinator could speak to their group about Fare For All at their next meeting or gathering.

FARE FOR ALL

STAFF DIRECTORY

1-800-582-4291

www.fareforall.org

If you would like more general information about Fare For All, contact:

Joanne Deuth

Administrative Assistant

763-450-3881

jdeuth@emergencyfoodshelf.org

If you would like more information about further developing or promoting your Host Site, contact:

Sophia Lenarz-Coy

Outreach Coordinator

763-450-3883

slenarzcoy@emergencyfoodshelf.org

If you have questions regarding orders and payment, contact:

Emily Eddy

Program Coordinator

763-450-3874

eeddy@emergencyfoodshelf.org

To reach the Fare For All Manager, contact:

Karen DeClouet

Program Manager

763-450-3864

kdeclouet@emergencyfoodshelf.org

SAMPLE MONTHLY LEADER PACKET

PROMOTIONAL MATERIALS PACKET