



# 2024 Agency Training





# Frank Sheppard

President & CEO



# Executive Team



Frank Sheppard  
President & CEO



Steve Watson  
Director of Operations



Jennifer Shawa  
Director of Development



Margalena Remington  
Food Sourcing  
Manager

# Feeding the Valley Team



Jay Cannon  
Albany Site Manager



Carleen Frokjer  
Marketing & Community  
Relations Manager



Michelle Henry  
Agency Relations  
Manager



Jimmy Pruitt  
LaGrange Site  
Manager

# Feeding the Valley Team



Shelby Williams  
Development  
Operations & Business  
Manager



Amanda Jones  
Volunteer Coordinator



Tammy Wilson  
Midland Warehouse  
Coordinator

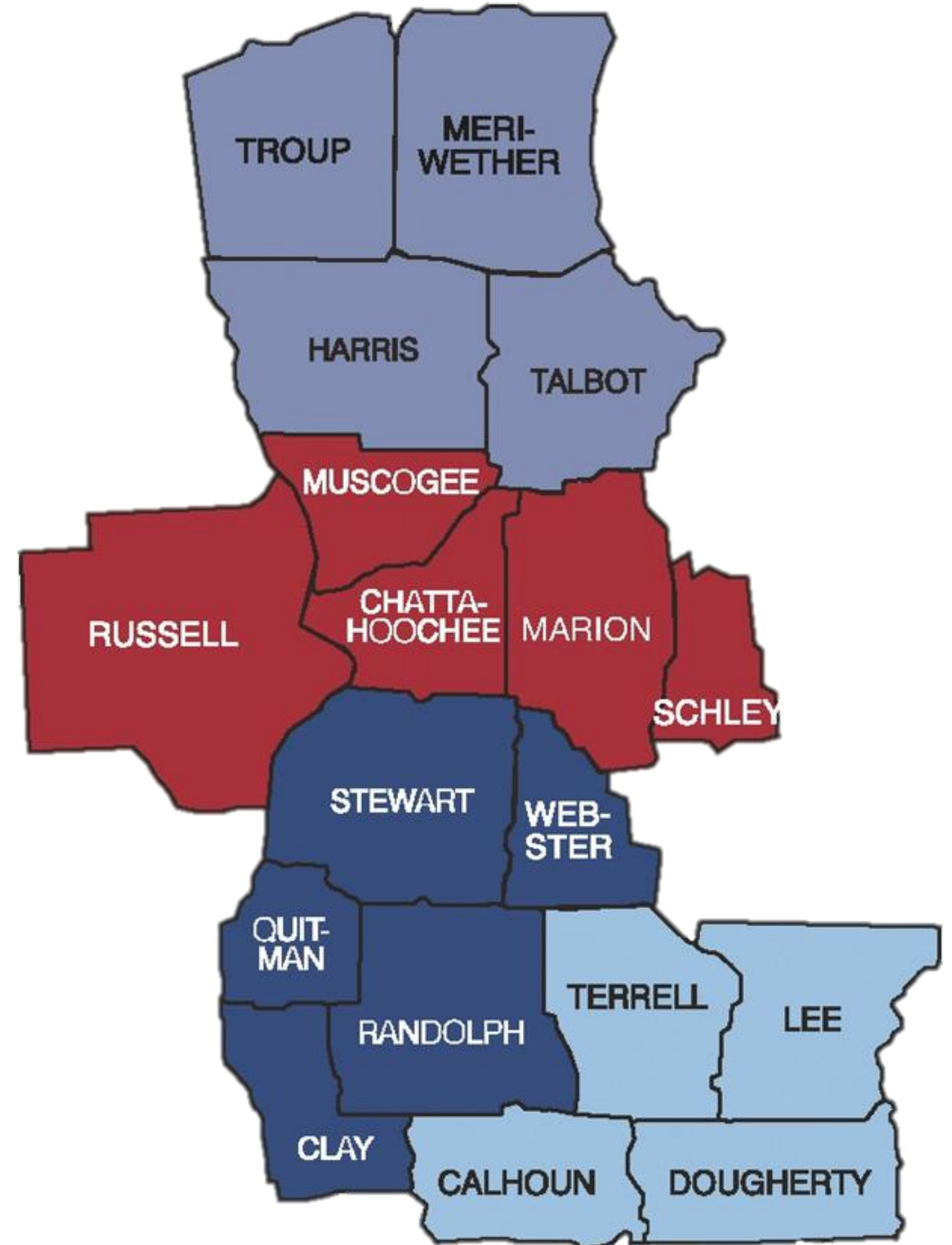


Keya Youngstrom  
SNAP Benefits  
Coordinator



# Service Area

In our 18-county service area, 115,000 people are considered food insecure, of which 35,000 are children.



# Midland Facility



# Albany Facility



# 2023-24 IN REVIEW

01 More than 15 Million Pounds Distributed

02 5.2 Million Mobile Pantry Pounds Distributed

03 \$384,048 in Annual SNAP Benefits Awarded

04 142,000 Kids Cafe Summer Meals Served

05 38,757 Senior Meals Served

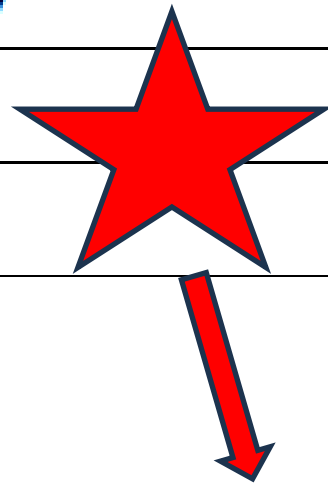
06 4.5 Million Pounds of Fresh Produce Distributed

07 More than 62,000 Volunteer Hours Served



# 2025 HOLIDAYS

|                      |           |           |
|----------------------|-----------|-----------|
| New Year's Day       | Wednesday | Jan 1st   |
| Birthday of MLK, Jr. | Monday    | Jan 20th  |
| President's Day      | Monday    | Feb 17th  |
| Memorial Day         | Monday    | May 26th  |
| Juneteenth           | Thursday  | June 19th |
| Labor Day            | Monday    | Sept 1st  |
| Columbus Day         | Monday    | Oct 13th  |
| Thanksgiving Day     | Thursday  | Nov 27th  |
| Christmas Eve        | Wednesday | Dec 24th  |
| Christmas Day        | Thursday  | Dec 25th  |



## Update:

December 22<sup>nd</sup>-26<sup>th</sup> FTV will be closed for the holidays (All Week)



**We will be  
closed  
the entire  
week for  
Christmas**



# Mobile Pantry

We distribute more than 10,000 food boxes at 47 locations per month.



# Kids Café Program

- **Established in 1995**
- **We serve meals at 50 sites during school and summer programs.**

## Annually Provides:

- **478,926 meals**
- **513,918 snacks**



# Buddy Pack Program



62,000 bags  
during the  
school year

# School Pantry

School Pantries provide free food to students and their families. The goal of a school pantry is to help children and their families who are food insecure by providing access to nutritious food.

We have 21 active pantries within our 18 county coverage area.



# Mobile Market Produce Truck

Feeding the Valley's Mobile Market Produce Truck plays a crucial role in improving seniors' quality of life by making healthy food items easily accessible.



# Food As Medicine Program

We provide healthy prepared meals or food boxes for patients with a diet-related illness and who are food insecure.





# Disaster Relief

In the aftermath of disasters, our food bank works in overdrive to make sure those impacted have the food and supplies to cope.



# Keya Youngstrom

SNAP Benefits Coordinator



# SNAP Program: What is SNAP?

SNAP, the supplemental nutrition assistance program formerly known as Food Stamps, is a federally funded nutrition program that helps approved individuals buy healthy food and stretch their budgets.





“We will not Food Bank our way out of hunger.”

Feeding America’s

Chief Government Relations Officer, Vince Hall

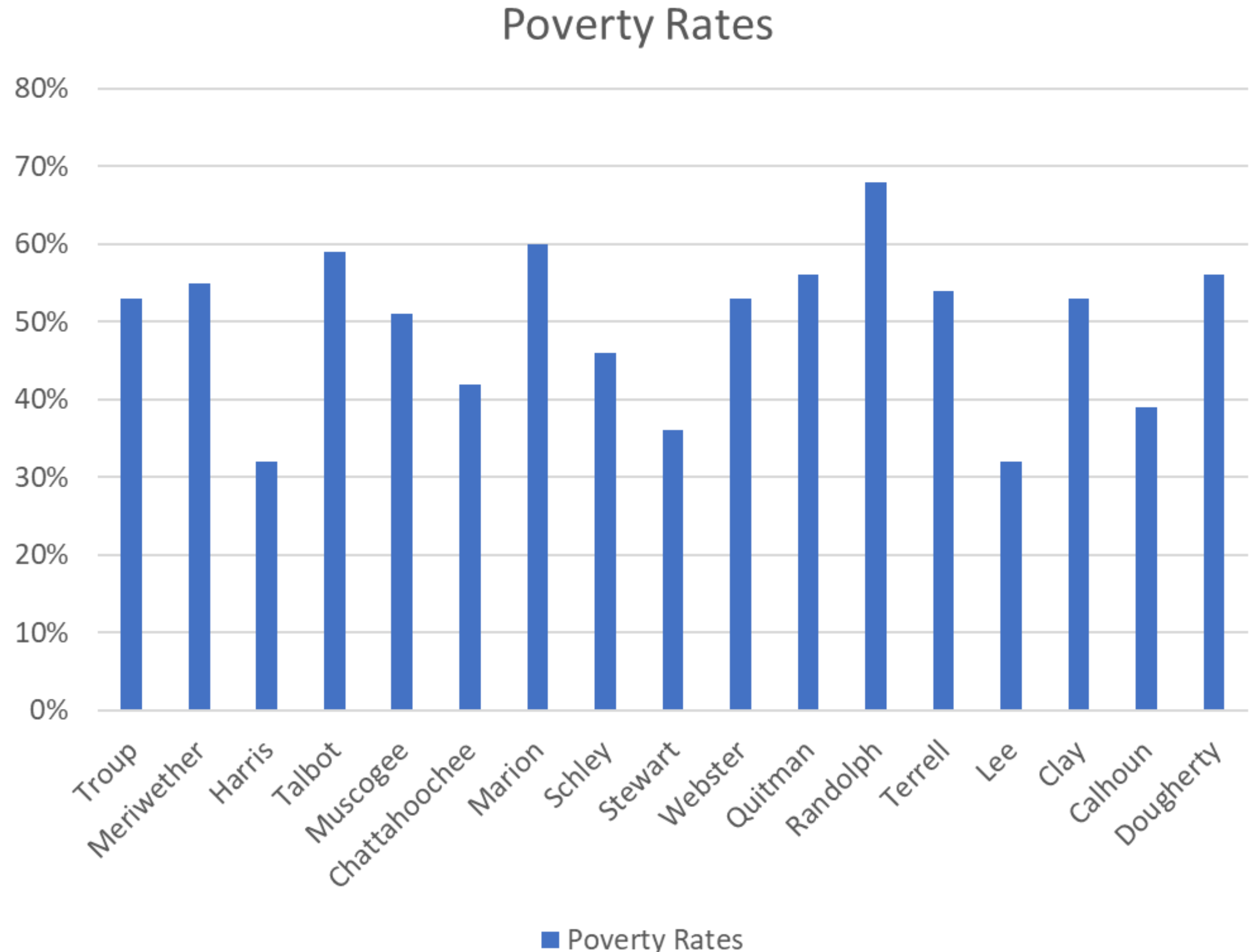


# SNAP GAP

Annual Food Deficit  
\$53,590,000\*

- 11 out of 17 counties have poverty rates exceeding 50%.
- We need your help encouraging our neighbors to schedule a time to connect with us.

\*According to the Georgia Hunger Study



# Who Does SNAP Help?

This program helps  
Georgia families and  
individuals at or below  
the Federal Poverty  
Guidelines:

- Elderly
- Children



We also help with Medicaid, WIC, CAPS & TANF



# SNAP

(Food Stamps)

[www.feedingthevalley.org/snap](http://www.feedingthevalley.org/snap)



# SNAP GAP: Meaningful Impact Update

- Launched August 2023
- 309 SNAP applications processed to date
- \$384,048 in Annual SNAP Benefits



**“This is an incredible achievement that highlights your commitment to supporting your community!”**

Lucas Quinn, Feeding America  
Public Benefits Access





# Michelle Henry

Agency Relations Manager



# Civil Rights Compliance Training

## FNS Instruction 113-1

### Civil Rights Compliance and Enforcement

### Nutrition Programs Activities



# Civil Rights Training

- All levels of TEFAP administration must receive Civil Rights training, both staff and volunteers.
- The USDA will train the food bank. The food bank must train the recipient/partner agencies and other “front-line” staff who interact with program applicants or recipients annually.
- Maintain documents after training is performed (i.e. sign-in sheets of attendees, agenda, etc.)

# Purpose



The purpose of this Civil Rights instruction is to establish and convey policy and provide guidance and direction to the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) and its recipients and customers and ensure compliance with and enforcement of the prohibition against discrimination in TEFAP and all FNS nutrition programs and activities, whether federally funded in whole or not.



# Civil Rights Legal Authorities



## **Title VI of the Civil Rights Act of 1964**

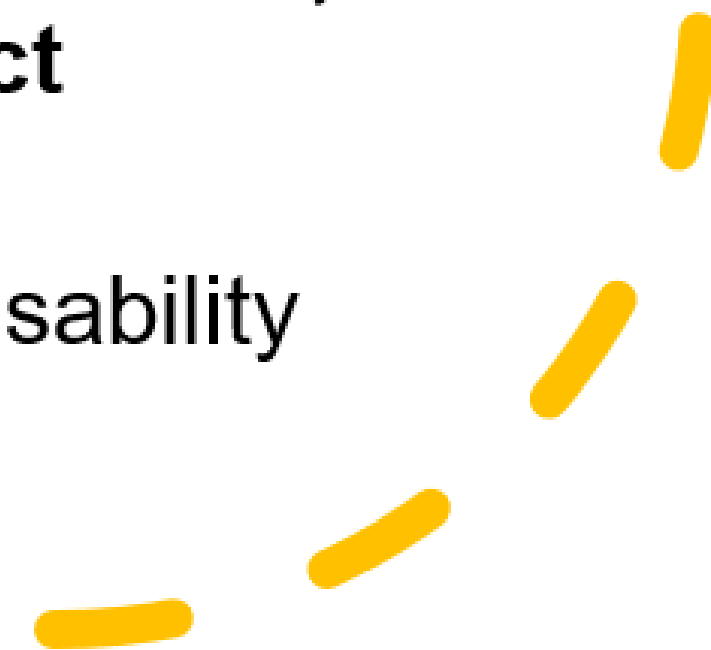
Prohibits discrimination based on Race, Color, and National Origin

## **Age Discrimination Act of 1975**

Prohibits discrimination based on Age

## **Section 504 of the Rehabilitation Act of 1973; the Americans w/Disabilities Act of 1990; and the Americans with Disabilities Act Amendments Act of 2008**

Prohibits discrimination based on Disability



# Protected Classes

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Program benefits and participation are made available without regard to:

- Race
- Color
- National Origin
- Age
- Sex
- Disability
- Gender Identity
- Religion
- Reprisal
- Political Beliefs
- Marital Status
- Familial or Parental Status
- Sexual Orientation
- Public Assistance Income
- Protected Genetic Information in employment, program, or activity conducted or funded by the Department



# Required Poster Available Online:

- [feedingthevalley.org](http://feedingthevalley.org)



In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at <https://www.ascr.usda.gov/sites/default/files/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

mail:  
U.S. Department of Agriculture

Conforme a la ley federal y las políticas y regulaciones de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución tiene prohibido discriminar por motivos de raza, color, origen nacional, sexo, edad, discapacidad, venganza o represalia por actividades realizadas en el pasado relacionadas con los derechos civiles (no todos los principios de prohibición aplican a todos los programas).

La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieran medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en <https://www.ascr.usda.gov/sites/default/files/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, en cualquier oficina del USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

# Complaints of Discrimination must be reported by:

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights

Mail: 1400 Independence Avenue, SW, Washington, D.C. 20250-9410

Fax: (202) 690-7442

Email: [Program.intake@usda.gov](mailto:Program.intake@usda.gov)

# ServSafe





All agencies must have one individual trained in the SERVSafe Food Handler for Food Banking Course.

This certificate remains valid as long as the holder remains active within the agency. It is the agency's responsibility to notify Feeding the Valley if the designated individual departs, at which point a new replacement will need to be trained.



# ServSafe Makeup Dates

## **Columbus Makeup:**

Tuesday, November 12th (10 am)

## **Albany Makeup:**

Wednesday, November 13th (10 am)

***Partner Agency accounts will be suspended if they fail to attend any scheduled ServSafe meetings or makeup dates.***

# Steve Watson

Director of Operations





The FTV Agency  
Membership  
Agreement must be  
signed and submitted  
by November 1st.

# Loading/Unloading Assistance





PRIMARIUS

# Ordering Wholesale

# Key Points: **Agreement**

Due Date: November 1, 2024

## **1** Receipt of Food

- An agency must shop at least once every three months.
- All products from FTV must be taken directly to the program site as stated by food safety regulations.


## **2** Distribution of Food

- FTV products that are obtained from the food bank may not be shared.
- Partner Agencies must distribute within the 18- county coverage area.


# Key Points: **Agreement**

Due Date: November 1, 2024

**IMPORTANT!**



Membership Fee: \$50 due November 1 of each year  
Returned Check Fee: \$30 Per Incident  
Restocking Fee (For Missed Pick-Up): \$40



# Key Points: Agreement

Due Date: November 1, 2024

**IMPORTANT!**

- FTV will make monthly statements available online through the Partner Agency Portal for each program.
- The member agency agrees to pay all charges within thirty days of the statement date.
- The agency is responsible for keeping its financial account with FTV in good standing.

# Key Points: Agreement

Due Date: November 1, 2024

**IMPORTANT!**

- Account balances not paid within 45 days of the invoice date will incur finance charges of 1.5% per month (18% annually).
- The agency's account will be suspended if it becomes delinquent for more than 90 days.
- The suspension will not be lifted until the total balance is paid in full.



# INVOICING & STATEMENTS

**PRIMARIUS**

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Agency Reference

User Name

Password

**Login** Reset

Step Nu  
Presentatio  
can be use  
speeches,

- BECOME A PARTNER
- AGENCY LOG IN
- PARTNER AGENCY FORMS

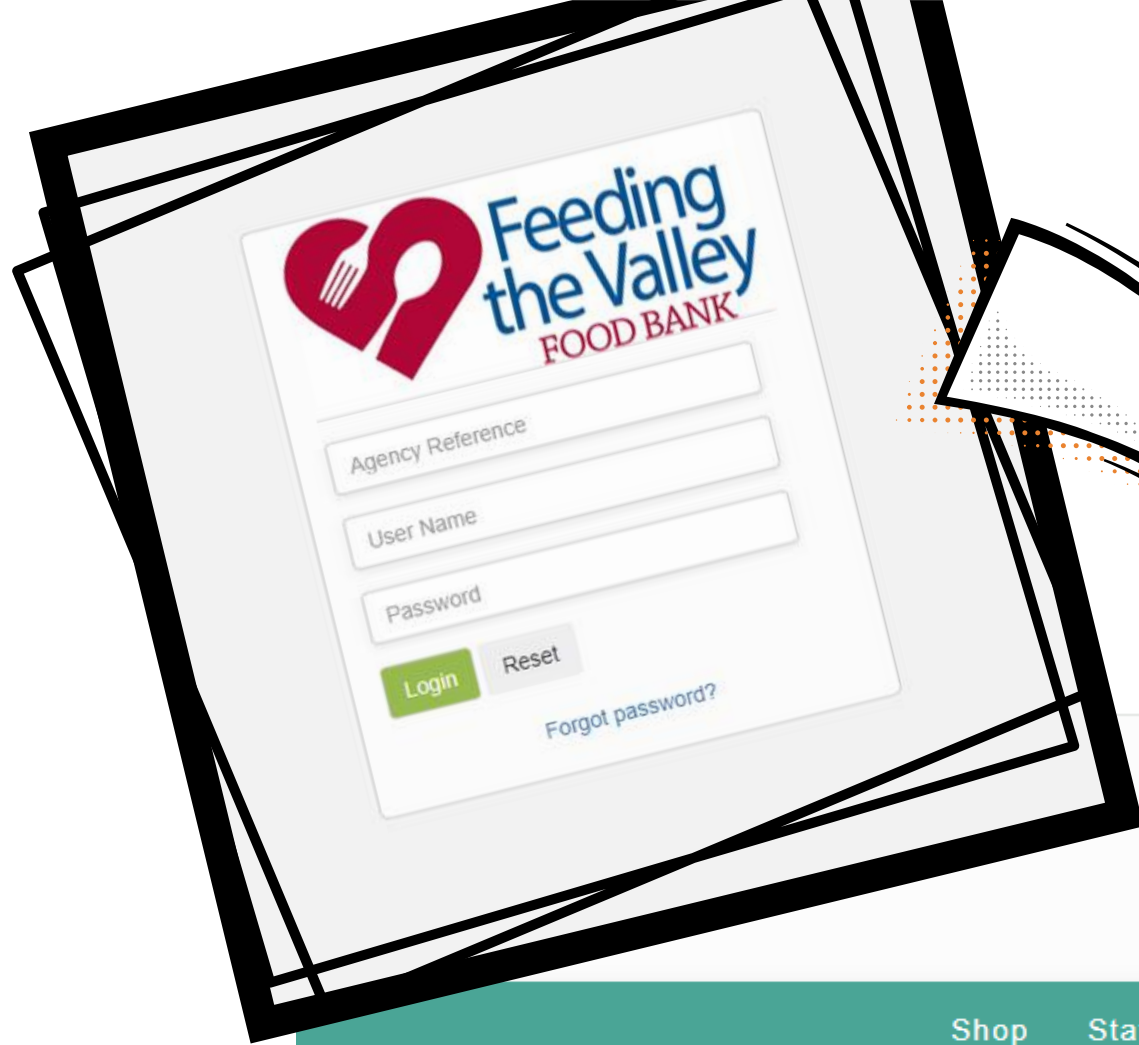


Click  
Partner  
Agencies  
&  
“Agency  
Log-On”

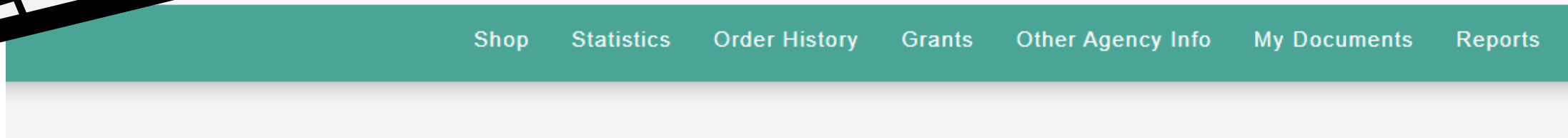
# e You In Need Of Food

[Find Food](#)





Login with your credentials & select "My Documents."



**Welcome to Feeding the Valley Online Ordering System**

**NEW PAYMENT OPTION**

To conveniently pay your invoice online, please use our secure payment platform here: <https://www.paypal.com/ncp/payment/XZLR5PUUYE9M8>

Or, checks can be mailed to:

Feeding the Valley Food Bank  
PO Box 8904  
Columbus, GA 31908

To pay over the phone, or for inquiries, please call Tina at 706-561-4755, ext. 100.

Links

**It's time for our Annual Agency Training! Registration link below.**

Save these dates and join us for a special breakfast celebrating YOU!  
YOU are a lifeline of our mission and we appreciate YOU!  
Without YOU there is no US!

We are excited to invite you to our Annual Partner Agency Training this October!  
This REQUIRED annual training will cover all updates and any policy changes. Don't miss out!

Important:

Please RSVP (limit two attendees) by October 15 - <http://weblink.donorperfect.com/2024PAMtr>



# MY DOCUMENTS

All documents will be available electronically in P2. FTV no longer sends paper statements, invoices, or credit memos. The agency can view/download and print a hard copy if necessary.

My Documents

## MY DOCUMENTS

|                          | Name                          | Description                   | Effective Date       |
|--------------------------|-------------------------------|-------------------------------|----------------------|
|                          | <input type="text"/>          | <input type="text"/>          | <input type="text"/> |
| <a href="#">Download</a> | Invoice-507790.pdf            | Invoice-507790.pdf            | 09/12/2019           |
| <a href="#">Download</a> | CreditMemo-Crtest100418-2.pdf | CreditMemo-Crtest100418-2.pdf | 02/11/2019           |
| <a href="#">Download</a> | CreditMemo-0211191.pdf        | CreditMemo-0211191.pdf        | 02/11/2019           |



[Shop](#)

[Statistics](#)

[Order History](#)

[Grants](#)

[Other Agency Info](#)

[My Documents](#)

[Reports](#)

# Key Terms

- **Shop-** Where the agency can order products from the food bank. This is live ordering so if they see it, it's available.
- **Order History-** Allows agencies to view pending and completed orders as well as A/R balances.
- **My Documents-** Allows agencies to see all their documents (Invoices/statements).

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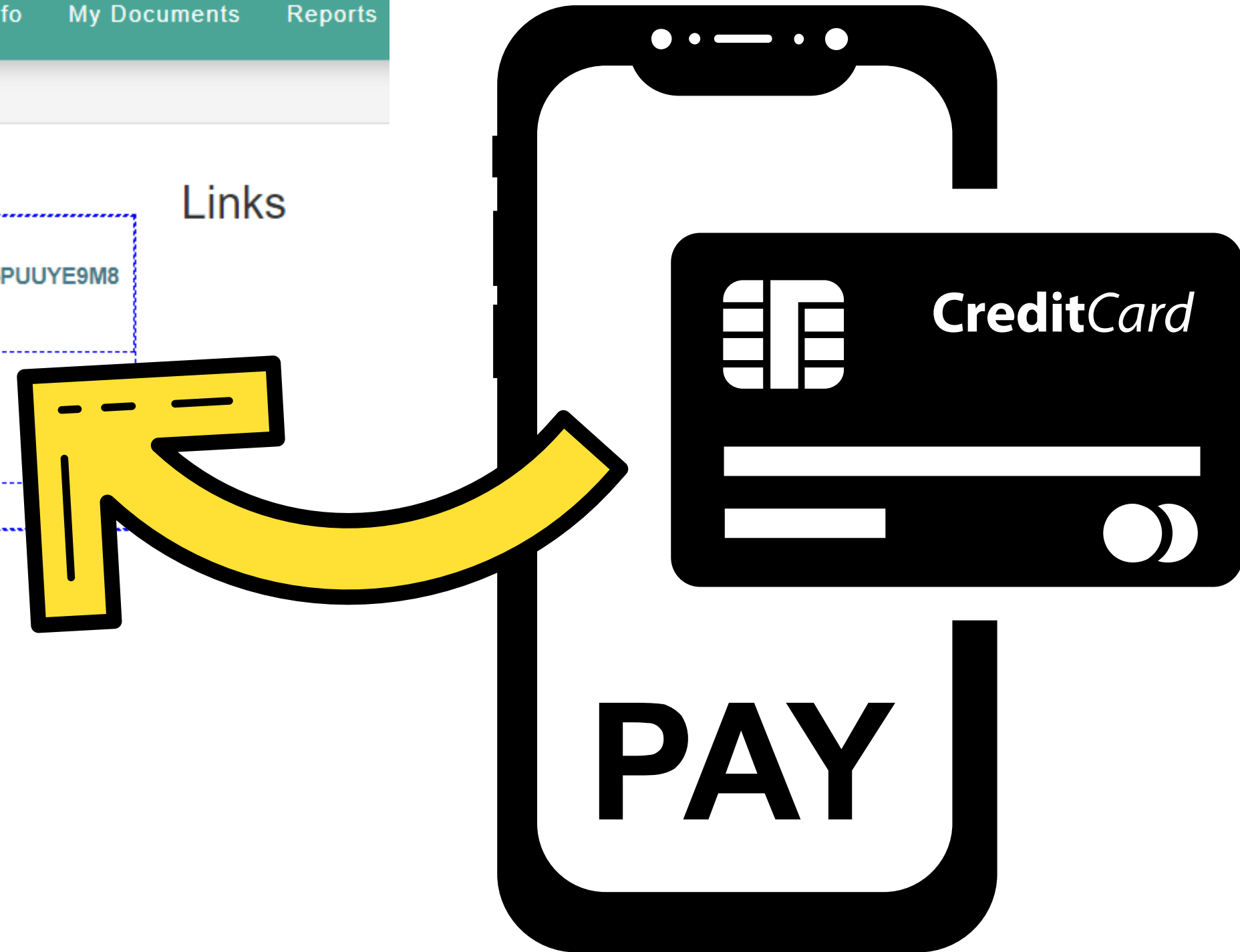
Important:

Please RSVP (limit two attendees) by October 15 - <http://weblink.donorperfect.com/2024PAMtg>

All the details can be found on the attached flyer.

We can't wait to see you!

Feel free to call Michelle, with any questions or concerns.



Please make all checks payable to:  
Feeding the Valley, Inc.  
PO Box 8904  
Columbus, GA 31908



The form is a teaching check template with a gold border. It includes a logo of a person holding a globe, a red box with the text "NOT A LEGAL CHECK FOR TEACHING USE ONLY", and a yellow box with instructions: "Please put your Agency # & the Invoice # your are paying". The form fields are: Agency NAME ADDRESS CITY, STATE, ZIP CODE (0001); PAY TO THE ORDER OF Feeding the Valley, Inc.; Amt of Statement (with a dollar sign); DOLLARS; Exact Amt. from Statement; INSERT Bank Name (example: Bank of 5th); FOR Agency # - Invoice #; and a MICR line at the bottom: 012345678910 012345678910 0001.

Agency NAME  
ADDRESS  
CITY, STATE, ZIP CODE 0001

**NOT A LEGAL CHECK  
FOR TEACHING USE ONLY**

PAY TO THE ORDER OF Feeding the Valley, Inc.

\$

DOLLARS

INSERT **Bank Name** (example: Bank of 5th)

FOR Agency # - Invoice #

Please put your Agency # & the Invoice # your are paying

012345678910 012345678910 0001

# Jennifer Shawa

Director of Development



We want to hear from YOU!



# The Community Room



PAUSE VIDEO

Turn to Page 2-4 Apply Your Knowledge

After completing activities Press Play

Nourishing Hope Together  
Feeding the Valley  
www.feedingthevalley.org

# Sign & Shine Challenge

- Display your sign
- Take a fun photo
- Post your photo and tag Feeding the Valley for a chance to win 500 free pounds of food.
- Deadline: November 14th





# Frank Sheppard

President & CEO



# Questions?



Thank  
you!



Feeding  
the Valley  
FOOD BANK

