

# Backpack Program Toolkit

Everything you need to start a Weekend  
Backpack Program in your Arizona  
Community



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Welcome

## St. Mary's Food Bank Alliance

### Backpack Program!

St. Mary's Backpack Program works with community partners to identify hungry children and provide them with a weekly bag of food to help their families through the weekend.

The Backpack Program can fill the gap for families who do not have access to other forms of food assistance.

## What's a Weekend Backpack?



Backpacks are filled with nutritious, non-perishable foods, purchased by St. Mary's Food Bank. They are durable, white plastic bags of non-perishable foods that will supplement a family's weekend meals.

Our backpacks menu offers families the chance to cook and dine together.

9 lbs

10 retail  
food  
items

2 Menus

Purchased  
food, NOT  
donated.

Feeds a  
family of  
4

Value  
over \$8  
each

## Weekly Backpack Program

### 2024-25 Menu/Menú

#### Menu 1

##### Breakfast

- Cereal Rice Krispy (1)

##### Lunch/Dinner:

- Pasta Mac & Cheese (2)
- Cheesy Tuna Pasta (2)
- Canned Pinto Beans (1)
- Canned Tuna (2)
- Canned Vegetable (1)

##### Snacks:

- Snacks rotate between, Chewy Granola Bars, Freeze Dried Strawberries, Microwavable Popcorn, and Rice Krispy Treats.

#### Menú 1

##### Desayuno:

- Cereal Rice Krispy (1)

##### Almuerzo/Cena:

- Caja de macarron con queso (2)
- Pasta de atún con queso. (2)
- Frijol pinto enlatado (1)
- Lata de atún (2)
- Lata de verduras (1)

##### Aperitivos:

- Los aperitivos cambian entre barras de granola, fresas liofilizadas, palomitas de maíz o Rice Krispy.

#### Menu 2

##### Breakfast

- Cereal Multigrain Cheerios (1)

##### Lunch/Dinner:

- Creamy Peanut Butter (1)
- Canned Fruit (1)
- Dry Spaghetti (1)
- Spaghetti Sauce (1)
- Chicken Pouch (2)
- Canned Vegetable (1)

##### Snacks:

- Snacks rotate between, Chewy Granola Bars, Freeze Dried Strawberries, Microwavable Popcorn, and Rice Krispy Treats.

#### Menú 2

##### Desayuno:

- Cereal Multigrano Cheerios (1)

##### Almuerzo/Cena:

- Mantequilla de mani cremosa (1)
- Fruta enlatada (1)
- Pasta de spaghetti (1)
- Salsa de spaghetti (1)
- Sobre de pollo (2)
- Lata de verduras (1)

##### Aperitivos:

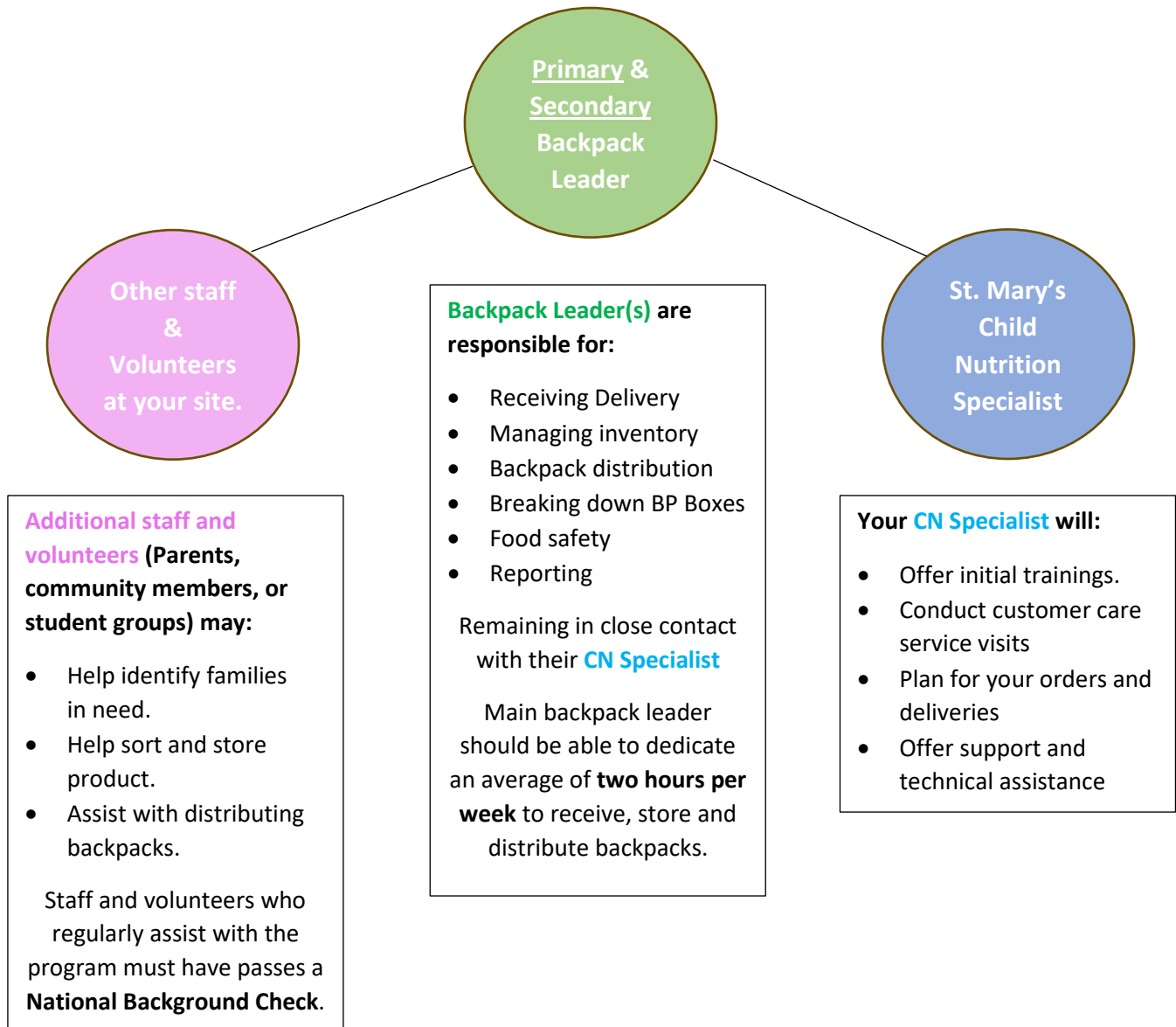
- Los aperitivos cambian entre barras de granola, fresas liofilizadas, palomitas de maíz o Rice Krispy.

Contents may change based on availability

Los contenidos pueden cambiar según la disponibilidad.

## Identify a Backpack Leader

Partners must identify **one** or **two** individuals to serve as a backpack leader(s). The backpack team consists of the following and the main responsibilities are listed below:



## Selecting Children to Receive a Backpack

Backpacks are intended for the same recurring children who are missing meals on the weekend and identified by a staff member who has close, regular communication with the child.

**Various staff** may refer children/families, including but not limited to social workers, parent coordinators, cafeteria staff, office staff, teachers, and school nurses who have regular encounters with the child. Your organization's **teachers/social workers** will be the best resources for referring families for the backpack program. You can utilize the "[\*Staff Letter Template\*](#)" (optional) to communicate what the backpack program is and how to refer a child.

This year all approved sites are asked to establish a **qualification process** to determine a child's eligibility for backpacks. Our backpacks are 100% purchased food and donor funded. The cost of the bags is currently averaging \$8.00 per bag (food only). The program is designed to supplement emergency food resources for school-age children and their families who are missing meals over the weekends. Families **cannot** self-declare they are food insecure.

For more details on who qualifies for a backpack, please review the "[\*Criteria for Identifying Backpack Participants\*](#)" on the next page.

## How many backpacks can I give out PER child/family?

- 1 Backpack is designed for a family of four.
- 2 Backpacks (which is the **maximum** given to a family, totaling 20 lbs. of food per week) if you have students in the same family and the family size exceeds four, then both children may receive a backpack, otherwise we offer one backpacks per family of four.

**Age:** School age children aged 5-18 years.

## Staff Letter Template

[Date]

Dear Staff,

This school year we will be partnering with St. Mary's Food Bank to provide weekly "Backpacks" of non-perishable foods to children who may be facing hunger at home.

These backpacks may go to any children who can use a bit of help accessing healthy foods or helping their family save money to cover other important costs.

***Will you please help us identify children in your classes who may be in need of this weekly assistance?***

Please **use the attached form** to list the child's name and the number of adults and children in their family. We will use this information only to reserve their weekly backpack.

**All referrals need to be submitted to:** [Name] [Email] by [Due date and time]

If you have any questions or concerns, please do not hesitate to reach out any time.

Sincerely,

[Your Name]

[Title]

[School Name]

[\*Optional: Contact Info]

Cinee Davis  
Backpack Program Coordinator  
St. Mary's Food Bank Alliance

## Criteria to Identify Backpack Participants

The Backpack Program is only for children and their families that you identify as missing meals on the weekend. This student may consistently display negative behaviors and/or a decrease in physical or cognitive development. The backpacks provide food for the child and his/her family who may not have access to adequate food during the weekend.

### **Top 8 Hunger Identifiers in children include, but are not limited to:**

1. Hunger on Mondays or certain periods in the month
2. Quickly Eating and asking for more
3. Poor concentration
4. Excessive Illness/Absenteeism
5. Rushing Food Lines
6. Anxious for meals to be served
7. Extreme Thinness/puffy swollen skin/ chronic dry lips and/or eyes
8. Family Crisis/ Loss of Income / McKinney-Vento Homeless Assistance

### **To Identify a child in need of food assistance, you may regularly observe one or more of these behaviors:**

Rushing food lines/quickly eating asking for more.	Comments about lack of food at home.
Regularly asking staff/classmates for food.	Saving/hoarding/sneaking food to take home.

### **Other factors that may be present and may help in identifying hunger:**

#### **Physical Appearance:**

Extreme thinness      Puffy/swollen skin      Chronically dry/itchy eyes/cracked lips

#### **School/Program Performance:**

Chronic sickness      Excessive absence and tardiness  
 Short attention span/inability to concentrate.  
 Chronic behavior problems (hyperactive, irritable, anxious, withdrawn)

#### **Home Environment:**

Moves frequently      Loss or low household income      Family Crisis  
 Family is participating in or being considered for McKinney-Vento Homeless Assistance=

#### **Unaccompanied Youth may also receive backpacks:**

- Student is on their own or staying with friends.
- Student has been displaced due to parent and/or family absence.

#### **The family may fall into the “notch” group which makes them eligible – (one indicator below is sufficient to qualify a child for the program):**

- The family have income but struggles to buy groceries at the end of the month.
- The family must choose between paying the bills or paying for groceries.
- The family has an income that puts them slightly over the requirement for SNAP/WIC.



# Backpack Roster

A Backpack Roster will need to be maintained at each organization and must include the following:

1. Child's Name or Initials
2. # of individuals household
3. Reoccurring or one-time families

Here are some suggestions on how you can create the roster:

- Shared Google Docs
- Print Template and place in Binder
- Excel Spreadsheet
- St. Mary's BP roster (\***Recommended** for new sites until they find their own method) Pg. 10.

<b>STEP 1</b> <b>Identify</b> <b>children with need:</b>	<b>STEP 2</b> <b>Maintain</b> <b>Roster:</b>	<b>STEP 3</b> <b>Adjust</b> <b>Roster, as needed:</b>
Ask staff to help refer children: <ul style="list-style-type: none"> <li>• Teachers (Teacher Letter)</li> <li>• Cafeteria Staff</li> <li>• Parent Liaison</li> <li>• School Nurse</li> <li>• Other</li> </ul>	Have the backpack roster available for an in-person customer care visit by our team. We will send one weekly backpack for each child on your list.	You may add, remove, and substitute children on your list throughout the year.

**1<sup>st</sup> Delivery:** Let your Child Nutrition (CN) specialist know the number on your backpack roster so we can begin to create your order. You can change your order anytime throughout the year.

**Note:** St. Mary's Food Bank will only request to review this roster during in-person customer care visits. For the privacy of the children, we will **not** require this list to be sent via email, unless sites are non-compliant with properly identifying backpack participants.

## Backpack Roster (Monthly)

Site Name: \_\_\_\_\_

Month/Year: \_\_\_\_\_

Please list the children who received a weekly backpack. List reoccurring and one-time families.

Backpacks are intended 1 per family, but 2 bags are allowed for larger families.

	Child's Name or Initial	# in house hold	Reoccurring or One-time Families	# Bags Week 1	# Bags Week 2	# Bags Week 3	# Bags Week 4	Notes
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
13.								
14.								
15.								
16.								
17.								
18.								
19.								
20.								
21.								
22.								
23.								
24.								
25.								
<b>TOTAL</b>								

Print more pages if you need to accommodate more children.

## Communication with Parents/Guardians

Provide each of the identified families with a letter informing them that they have been selected to receive a weekly Backpack or by your preferred method of communications to the parent/guardians.

We created 2 templates for schools/organizations to communicate with the families in English and Spanish. These letters are optional.

- **Parent Letter Option 1:** (English/Spanish)
- **Parent Letter Option 2:** \*Recommended because it is a way of destigmatizing “Hungry children,” this letter informs parents that their child was selected to receive a Backpack via a lottery system\* (English/Spanish)

## Parent Letter Template Option 1

Month Day, Year

Dear Parent/Guardian,

In partnership with St. Mary's Food Bank Alliance, at the end of each week, your child will be provided with a bag of non-perishable food to take home to supplement family meals on the weekend. In the "Backpack" you will find a variety of nourishing components that include protein, grain, fruit, and vegetables, for the whole family. **Please be advised that these Backpacks may include some foods that contain peanuts, nuts, soy, wheat, eggs and milk. If your child has an intolerance to any of the food please do not give it to your child.** All food is labeled and sealed by the manufacturer and is purchased product. St. Mary's has purchased all food specifically for the Backpack Program. None of the products are donated. Please contact the school if you have any concerns regarding the food received.

**If you do not want your child to receive a Backpack in the future, please ask your child to refuse the bag when offered.**

Please know that if you decline the weekly Backpack it will be given to another child and may not be available to your child in the future since we have a limited number available.

If you have any questions, concerns or would like more information about the Backpack program, please contact \_\_\_\_\_.

Sincerely,

[Your Name]

[Title]

[School Name]

[\*Optional: Contact]

## Spanish Parent Letter Template Option 1

Month Day, Year

Estimado Padre/Guardian,

En asociación con St. Mary's Food Bank Alliance, al final de cada semana, su hijo/a va a recibir una "Backpack" con comida no perecedera para que él o ella puede comer durante el fin de semana para complementar la comida en casa. En el "Backpack", encontrará una variedad de componentes nutritivos que incluyen: proteína, grano, frutas, y vegetales. **Por favor sea avisado que en estas "Backpacks" pueden incluirse algunos alimentos que contienen cacahuates, nueces, soya, trigo, huevos y leche. Si su hijo/a tiene intolerancia algún alimento, por favor no se lo dé a su hijo.** Toda la comida está etiquetada y cerrada por el fabricante.

**Si usted no quiere que su hijo/a reciba una "Backpack" en el futuro, por favor pida que su hijo/a rechacé la bolsa.**

Por favor tenga en cuenta que si usted rechaza una "Backpack", será entregado a otro niño o niña y no podrá ser disponible para su hijo/a en el futuro por el número limitado de "Backpacks".

Si tiene preguntas, dudas o quisiera más información sobre el programa de "Backpacks", por favor contacte a \_\_\_\_\_.

Sinceramente,

[Your Name]

[Title]

[School Name]

[\*Optional: Contact]

## Parent Letter Template Option 2

Congratulations!

Your child has been selected to receive a weekly food “Backpack” provided by St. Mary’s Food Bank Alliance at no cost. In partnership with St. Mary’s, at the end of each week, your child will be provided with a bag of non-perishable food to take home to supplement family meals on the weekend. All food is labeled and sealed by the manufacturer and is purchased product. St. Mary’s has purchased all food specifically for the Backpack Program. None of the products are donated.

Each Backpack includes a:

- Protein
- Grain
- Fruit
- Vegetable

**\*\*\*Please be advised that these Backpacks may include some foods that contain peanuts, nuts, soy, wheat, eggs, and milk. If your child has an intolerance to any of the food, please do not give it to your child\*\*\***

Please check off one of the boxes below. No additional information is needed to receive a food Backpack.

**Yes**, I agree to have my child receive a weekly food “Backpack” provided by St. Mary’s Food Bank.

**No**, I decline to have my child receive a weekly food “Backpack.”

If you do not want your child to receive a Backpack in the future, please ask your child to refuse the bag when offered.

If you have any questions, concerns or would like more information about the Backpack program, please contact \_\_\_\_\_.

Sincerely,

[Your Name]

[Title]

[School Name]

[\*Optional: Contact]

## Spanish Parent Letter Template Option 2

Felicidades!

Su hijo/a a sido seleccionado para recibir una entrega semanal de comida “Backpack” proporcionada por St. Mary’s Food Bank Alliance sin costo. En asociacion con el banco de comida St. Mary’s, al final de la semana, su hijo/a sera proporcionado con una bolsa de comida no perecedera para llevar a casa y suplementar la comida familiar para el fin de semana. Toda la comida esta etiquetada y cerrada por el fabricante. St. Mary’s ha comprado estos productos espesificamente para el programa “Backpack”. Ninguno de los productos an sido donados.

Cada “Backpack” incluye una:

- Proteina
- Grano
- Fruta
- Vegetales

**\*\*Por favor sea avisado que en estas “Backpacks” pueden incluirse algunos alimentos que contienen cacahuates, nueces, soya, trigo, huevos y leche. Si su hijo(a) tiene intolerancia a algún alimento, por favor no se lo de a su hijo(a).\*\*\***

Por favor de seleccionar una de las siguientes cajas. No se necesita information adicional para recibir una bolsa de comida.

**Si**, yo estoy de acuerdo que mi hijo/a reciba una bolsa de comida semanal “Backpack” proporcionada por St. Mary’s Food Bank.

**No**, rechazo que mi hijo/a reciba una bolsa de comida semanal “Backpack”.  
Si usted no quiere que su hijo/a reciba una bolsa de comida “Backpack”, por favor pidale a su hijo/a que rechaze la bolsa cuando sea ofresida.

Si tiene alguna pregunta, duda o desea obtener mas informacion sobre el programa “Backpack”, porfavor contactar a \_\_\_\_\_.

Atentamente,

[Your Name]

[Title]

[School Name]

[\*Optional: Contact]

## Delivery

Once you have established your Backpack Roster and families have agreed to receive a backpack. Your CN specialist will plan your delivery schedule. Depending on St. Mary's transportation capacity and quantity site requested, delivery may vary per site.



Sites located within **metro Phoenix** will receive a weekly or bi-weekly (every two weeks) backpack delivery.

- **Weekly Delivery (Minimum 24 bags/week)**
- **Bi-weekly Delivery (Less than 24 bags/week)**

Sites located **outside the metro Phoenix** area will receive a bi-weekly or monthly backpack delivery.

- **Bi-weekly Delivery (Minimum 48 bags/per delivery)**
- **Monthly Delivery (Minimum 96 bags/per delivery)**

### Before Delivery:

Inform all staff that may come in contact with our program and delivering, including Front Office of your organization about the delivery, and where the backpack storage is located.

If your quantity is above 120 bags per week your backpacks are delivered on pallets. If doorways are less than 4 feet wide, have volunteers help unstack and carry in items.

### Receiving a Delivery:

When backpacks arrive inspect all boxes and bags to ensure you have all the ordered product and there is no damage.

#### Look to see that:

- ✓ Food is labeled and does not have swollen ends, leaks, seal problems, lids that are popped, major dents, or rust.
- ✓ The quantity ordered, matches the amount received.
- ✓ Notify your CN specialist if any contents are damaged.
- ✓ Please save damaged product, so we can further investigate the source of damage.

**Note:** Certain items such as the cereal/pasta will **NOT** be placed in individual bags in boxes. **Cereal/pasta must be individually placed in white bags before distribution.**

Reason: To minimize product damage.

**Backpack Delivery Received and Distribution Tracker on next page** is a template for organizations to use on a weekly basis to manage your inventory, distribution, and all related tasks per delivery. This is an optional tool.



## Backpack Delivery Received & Distribution Tracker

Site Name: \_\_\_\_\_ Date/Time of Delivery: \_\_\_\_\_

<b>Received</b>	# Boxes:  1 box = 3 bags	# Bags per Menu		Checked bags Food Safety	Driver picked-up broken- down Boxes	Notes:
		Menu 1	Menu 2			
				<input type="checkbox"/>	<input type="checkbox"/>	
# Inventory from Previous Delivery:						
Total #:						

**Distribution:** Tally each backpack given to a child by crossing out each number below:

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32
33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48
49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64
65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80
81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96
97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112

Date/Time of Distributions(s):	Total # Distributed:	Insert total in L2F <b>*Required</b>	Notes:
		<input type="checkbox"/>	

Sign and submit this page **ONLY** if you are **unable** to access Link2Feed.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

By signing above, I certify that the above information is true and accurate:

**How to submit:** Submit via fax 480-780-3715 or Scan and Email to [cdavis@stmarysfoodbank.org](mailto:cdavis@stmarysfoodbank.org)

## Backpack Storage Space & Boxes

### Backpacks will arrive in cardboard boxes:

- 3 backpacks bags are inside each box.
- A 4 x 4 ft pallet holds 120 backpacks. If you plan to receive large quantities or less frequent deliveries, there should be space for several pallets.

### Minimum Storage Requirements:

- At room temperature
- Secure, clean, dry area
- 6 inches off the floor and 4 inches from the wall.
- Enough space to organize and navigate safely.

### Suggested Storage Areas:

- On shelves in a storage closet, empty classroom, or the cafeteria.
- On pallets, in a warehouse or multipurpose space.



**\*\*\*Please break down and save the cardboard boxes that hold backpack bags\*\*\***

### A St. Mary's driver will pick up any boxes and pallets after your 1<sup>st</sup> delivery.

- 1<sup>st</sup> Delivery – Driver will leave all product site ordered.
- Next Delivery – Driver will pick-up broken-down boxes and/or pallets from previous delivery.
- Last Delivery – 1-2 weeks after your last delivery, our Driver will pick up the remaining broken-down boxes and/or pallets. Your CN specialist will schedule this last pick up with you.



For quick video on how to breakdown a backpack box, visit:  
<https://www.youtube.com/watch?v=OQO1SoBPUM>



### Flattened boxes, neatly stacked on a pallet

Keep boxes stacked neatly off the floor and away from moisture.

You may put a note by them, so they aren't taken/thrown away by staff at your location.

## Food Safety

The primary or secondary backpack leader and any additional staff heavily involved in distributing backpacks should maintain a current Food Handlers Card or complete our FREE internal Food Safety Training.

### Food Safety Best Practices for Backpacks:

- Each month inspect your storage area. Look for signs of pest. Make sure food is stored 6 inches off the floor and 4 inches away from the walls.
- Follow the best practice “**First In, First Out.**”
- At least one person on staff, preferably the person distributing the backpacks, should have a Food Safety Certificate.
- Report any food safety concerns immediately to your CN specialist.
- When in doubt, don't hand out.**

Backpacks items are purchased to ensure quality and consistency. You do **not** receive donated food.

### Reporting a Food Safety Issue:

- ✓ Contact your site specialist.
- ✓ Do NOT throw away food in question – St. Mary's may pick it up to investigate the source of the issue.
- ✓ Take a photo, if available and send to your CN specialist.

## Ordering

We will provide you the number of backpacks you need to last you until your next delivery.

Notify your CN specialist to update the quantity of your Backpack order. Before you notify your specialist, please keep the 2 points in mind below.

- 1. Give your CN specialist 1-2 weeks to change order quantity.**
  - **Reason:** All backpacks are created 1-week in advance, that is the main reason we are unable to make changes to an order, unless it is 1-2 weeks out.
  - CN specialist will always send you **1 month of orders in advance** to meet the 1–2-week adjustment.
  - Notify you CN specialist at least 2-weeks in advance of any **holidays** or **closures** that may affect your delivery or distribution.
- 2. Orders must be in increments of three.**
  - **Reason:** Our boxes carry 3 bags per box. We cannot take out bags out of pre-packed boxes.
- 3. School Breaks/Holidays and how to manage**
  - If your backpack delivery falls on a school break and/or holiday, your CN specialist will confirm to double up the week before or cancel the order.
- 4. Summer**
  - If you are open, you can still receive products during the Summer or you can end in conjunction with the school year.

## Managing Inventory

If you have **excess inventory** building up, let you CN specialist know as soon as possible.

- We do **not** take back extra inventory, but we will cancel future deliveries if given advanced notice to give you the opportunity to deplete inventory.
- There are 2 backpack menus, distinguished by: Menu 1, and Menu 2 **stickers** on boxes.
- If you have bags leftover after your distribution. Add a child from your wait list (if applicable) or let your CN specialist know to reduce your next order.
- Follow the best practice “**First In, First Out.**” When you receive a new delivery, keep your existing inventory in the front so that it is given out first.

## Distribution

Each child on your “Backpack Roster” should receive a backpack every week. We encourage creative ways to de-stigmatize distribution.

### Backpack Leaders must determine Distribution...

1. Day(s)
2. Time
3. Place(s)
4. Process
5. Make-up policy (Optional)

### Be Creative!

- Use PTO members, local volunteers, faith-based volunteers, etc. to help with distribution.
- Use older students in need of volunteer hours to fulfill.
- Call the program the “Food Club” or “Nutrition Club” as a means of de-stigmatizing it.



### Suggested Distribution Process includes:

- We encourage distribution days to be preferably toward the end of the week.
- Delivering to the back of classrooms.
- Providing to students as they get on the bus or during Parent Pick-Up.
- Asking students to pick up at the end of the day.
- Ask parents, staff, or student groups to assist.
- Create a “make-up” policy, in case they are absent.
  - For example: If a student missed the prior week, label the make-up bag with the student’s name and they can pick up on the following Monday from the front office. You can wait till the next distribution to give them 2 bags, but we suggest another pick up day due to the excess weight. Missed bag(s) can be delivered via home deliveries, or parents can come to pick up as well.
- **We do not encourage** making announcements, or having children deliver directly to their peers.  
**Reason:** Older children (specifically High Schoolers) are more reluctant to receiving help even if their families are in need.

## Reporting: Link2Feed

Link2Feed (L2F) is a web-based platform, that allows us to better manage and administer programs. We will be using L2F to improve inventory management.

- All sites must complete and implement L2F training prior to receiving product.
- Distribution numbers must be reported weekly.
- Backpack Distribution reports help us to.
  - Maintain proper ordering levels.
  - Avoid excess inventory.
  - Prevent unnecessary deliveries.

**If distribution reports are not submitted weekly via Link2Feed, it is assumed that no product was distributed by your site and your subsequent order(s) will be cancelled.**

If you are having trouble with logging into L2F please notify your CN specialist and submit the “**Backpack Delivery Received and Distribution Tracker**” on pg. 17.

You will receive the login instructions after completing the L2F Training.

## Ensuring Accessibility

**St. Mary's Food Bank is an equal opportunity provider. Backpacks must be accessible to eligible children regardless of race, color, national origin, sex, age, or disability. Let us know if you need assistance making any accommodations.**

Due to budgetary limitation, St. Mary's Food Bank may not be able to provide backpacks to all families who are referred.

- If you CN specialist is not able to increase your order, they will help you start a waiting list in case capacity becomes available.

The Backpack program is donor and/or grand funded.

- SMFB may occasionally request assistance with parent surveys to get program feedback for these funding sources including pictures and/or stories of impact.

## Positive Adjustment Plan

- Certain adjustments may be necessary to address issues with program compliance.
- Any issues needing to be addressed will be communicated in writing within seven business days.
- Sites must abide by the policies, procedures, and record keeping requirement of SMFBA and correct deficiencies to bring site into compliance.
- Termination & Grievance Policy will be enacted if deficiencies are not corrected.

## Customer Care Visit

**Your CN specialist or St. Mary's Staff will complete at least one in-person visit or by phone, during the program year. We call these customer care visits.**

### What to expect?

- When conducting customer care visits, we take the coach approach. CN Specialist or other St. Mary's staff will make an appointment to meet with you. During the visit they will ask to see the following.
  - Storage Area
  - Current Inventory
  - Records
    - Participant List
    - Distribution Numbers
- If there are any issues, we will provide you with technical assistance.
- We may ask for feedback on transportation, inventory management system, and/or building capacity.
- The purpose of these visits is to enhance the quality of the program!

## SMFBA Backpack Contacts:

**Cinee Davis**  
**Backpack Program Coordinator**  
**Phoenix Area & Northern Arizona**

[cdavis@stmarysfoodbank.org](mailto:cdavis@stmarysfoodbank.org)

Direct: 602-343-3154

Cell: 928-225-7833

Fax: 480-780-3715

**Diana Rocha**  
**Child Nutrition Specialist**

[drocha@stmarysfoodbank.org](mailto:drocha@stmarysfoodbank.org)

Direct: 602-343-3198

**Thank you for partnering  
with  
St. Mary's Food Bank  
Alliance!**



The Backpack program is donor and/or grand funded. SMFB may occasionally request assistance with parent surveys to get program feedback for these funding sources including pictures and/or stories of impact. Pictures are accepted with a child release form on following page.

## Feedback

What are some ways the Food Bank and/or our team can **improve your experience** with the Backpack Program? **What can we do to support you?**

## Impacting Stories

Do you have stories to share throughout the year on how this program has made a **positive impact on a child and/or family**. If you have any pictures, please complete the *"Authorization and Release"* form.

**How to submit:** Submit via fax 480-780-3715 or Scan and Email to [cdavis@stmarysfoodbank.org](mailto:cdavis@stmarysfoodbank.org)



## St. Mary's Food Bank Alliance Backpack Program Annual Training Sign-In

Training Date: \_\_\_\_\_

Site Name: \_\_\_\_\_

Site Location: \_\_\_\_\_

Topic: Backpack Program and Civil Rights

### Attendee Sign-In:

1. \_\_\_\_\_  
Sign Print

2. \_\_\_\_\_  
Sign Print

3. \_\_\_\_\_  
Sign Print

4. \_\_\_\_\_  
Sign Print

5. \_\_\_\_\_  
Sign Print

6. \_\_\_\_\_  
Sign Print

7. \_\_\_\_\_  
Sign Print



## **St. Mary's Food Bank Alliance Backpack Program Partner Agency Agreement**

The terms of the following Agreement have been agreed upon and understood by: St. Mary's Food Bank Alliance (Feeding America Network Member) and \_\_\_\_\_ (Partner Agency). By signing this agreement, both parties acknowledge their respective duties and responsibilities related to the administration of the Backpack Program, a program of Feeding America. The Backpack Program provides non-perishable food that kids can take home to share with their families. These items are a combination of protein, grain, fruits and vegetables.

### **The Backpack Program Partner Agency agrees to the following:**

1. The safe and proper handling of the Product, which conforms to all local, state and Federal regulations;
2. Willingness to abide by the policies, procedures, and record keeping requirements of St. Mary's Food Bank Alliance;
3. Staff or volunteers of the program will not engage in discrimination, in the provision of service, against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran;
4. The partnering organization will allow the Member to monitor the food distribution operations site regularly.
5. Conduct National Background Search on staff and volunteers over the age of 18 with direct repetitive contact with children – fill out form for applicable site.
6. Boxes used for delivery are purchased, reusable property of St. Mary's Food Bank Alliance. They must be treated with care, broken down, and then stored and returned to St. Mary's Food Bank at the next delivery.
7. All responsibilities outlined in St. Mary's Food Bank Backpack Program PowerPoint Training presentation.

### **The Feeding America Member (SMFBA) agrees to:**

1. Appoint a primary contact for the child nutrition program providing oversight and leadership in program research, design and development, and collaborative guidance in program implementation.
2. Ensure that Partner Agency meets food safety standards through periodic monitoring visits. Any issues needing to be addressed will be communicated in writing to the Partner Agency within seven business days.
3. Identify and procure food items and/or supplies necessary to administer any of the Child Nutrition programs.

This Agreement may be terminated at will by either party with written notice delivered to either party preferably not less than 30 days prior to the desired date. However, in the event of severe program violations, SMFBA staff reserves the right to inactivate the Agreement with the Partner Agency immediately.



The Agency releases the original donor, Feeding America, the Nation's Food Bank Network, and St. Mary's Food Bank Alliance and their officers, employees, agents, volunteers, successors and assigns, and agrees to hold them harmless and indemnify them against liability, loss, damage or claim, of any kind whatsoever, whether at law or in equity, arising out of or based upon the negligence or any act, whether independent or concurrent, of the Agency, its employees, agents, volunteers, or independent contractors, in connection with the storage, maintenance, transportation, use or distribution of any item of food or other product, whether received from St. Mary's Food Bank Alliance or other sources. The Agency shall pay court costs and attorney fees of any sort whatsoever which may arise out of any claims against St. Mary's Food Bank Alliance, and its officers, employees, agents, volunteers, successors, and assigns arising because of any action, non-action, liability, loss, damage or claim of any kind whatsoever, whether in law or in equity, resulting from or based upon the conditions outlined in this agreement or because of any other claim involving the Agency.

I have read the above agreements and responsibilities; understand the contents; and agree to follow them at my site. I understand that St. Mary's Food Bank Alliance provides Backpacks of weekend food to my site, to be distributed to children who do not have food in the home over the weekend.

My signature below acknowledges receipt of policies and other forms pertaining to the Program.

**Signed for the Partner Agency**

**Signed for St. Mary's Food Bank Alliance:**

\_\_\_\_\_  
**Signed**

\_\_\_\_\_  
**Signed**

\_\_\_\_\_  
**Print**

\_\_\_\_\_  
**Print**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**



## **St. Mary's Food Bank Alliance Backpack Program National Background Check Verification Form**

Site Management must ensure that all staff and volunteers at St. Mary's Food Bank Alliance child nutrition program partner sites undergo a *National Background search*. Specifically, **it is the responsibility of the Program Partner to verify that** each staff and volunteer participating in food distribution at their site with direct, repetitive child contact, must perform the following background checks as a minimum:

- ☞ Social Security History to assure proper identification
- ☞ National Sexual Offender search
- ☞ Criminal History record search
- ☞ Note: If a Fingerprint Clearance is conducted, it must be renewed every six years or as required by State law

Careful screening of staff and volunteers who work with children is an important risk management precaution. National Background searches are done on staff and volunteers to ensure the children's safety. **See Arizona State law for a list of offenses that preclude a person from receiving a clearance card:** <https://www.azleg.gov/ars/41/01758-07.htm>

Some examples of who needs a background search performed:

- ✓ Staff that that work directly with the kids in the program daily
- ✓ Volunteers that work directly with the kids in the program daily
- Staff or volunteer that works with or around the kids that participate in the meal service/distribution on a regular basis (i.e. once per week or more)

Fingerprint checks are also a volunteer screening best practice. Some states require youth-serving organizations to inform all potential volunteers that they may be required to be fingerprinted, whether or not the organization intends to conduct a fingerprint check.

Some examples of who DOES NOT need a background search performed:

- ✗ File clerk that does not interact with the children
- ✗ Staff that has no face-to-face contact with the kids in the program
- ✗ Volunteer that has no face-to-face contact with the kids in the program
- ✗ Staff that do not directly interact with the kids in the program
- ✗ Volunteers that do not directly interact with the kids in the program

**Directions: In the space provided on page two**

1. Print the names of each staff member and volunteer that assists with a Child Nutrition Program.
2. Circle staff or volunteer
3. Return original copy of the second page to your Child Nutrition Specialist at:  
St. Mary's Food Bank Alliance  
ATTN: Child Nutrition  
2831 N. 31<sup>st</sup> Ave, Phoenix, AZ 85009



**\*\* Your Child Nutrition Specialist reserves the right to see proof of completed background searches on staff and volunteers during routine site inspections.**

By filling out and signing this form, I verify that each individual listed has undergone, and passed, a National Background Search as described on page one.

<u>Print name of staff and volunteers below</u>			<u>Print name of staff and volunteers below</u>		
<b>Print</b>	Staff	Volunteer	<b>Print</b>	Staff	Volunteer
<b>Print</b>	Staff	Volunteer	<b>Print</b>	Staff	Volunteer
<b>Print</b>	Staff	Volunteer	<b>Print</b>	Staff	Volunteer
<b>Print</b>	Staff	Volunteer	<b>Print</b>	Staff	Volunteer
<b>Print</b>	Staff	Volunteer	<b>Print</b>	Staff	Volunteer
<b>Print</b>	Staff	Volunteer	<b>Print</b>	Staff	Volunteer

**Date signed:** \_\_\_\_\_

**Site Name:** \_\_\_\_\_  
(please print)

**Program Partner Representative Name:** \_\_\_\_\_

**Program Partner Representative Signature:** \_\_\_\_\_

Return original copy to the Child Nutrition Department at:

St. Mary's Food Bank Alliance

ATTN: Child Nutrition

2831 N. 31<sup>st</sup> Ave

Phoenix, AZ. 85009