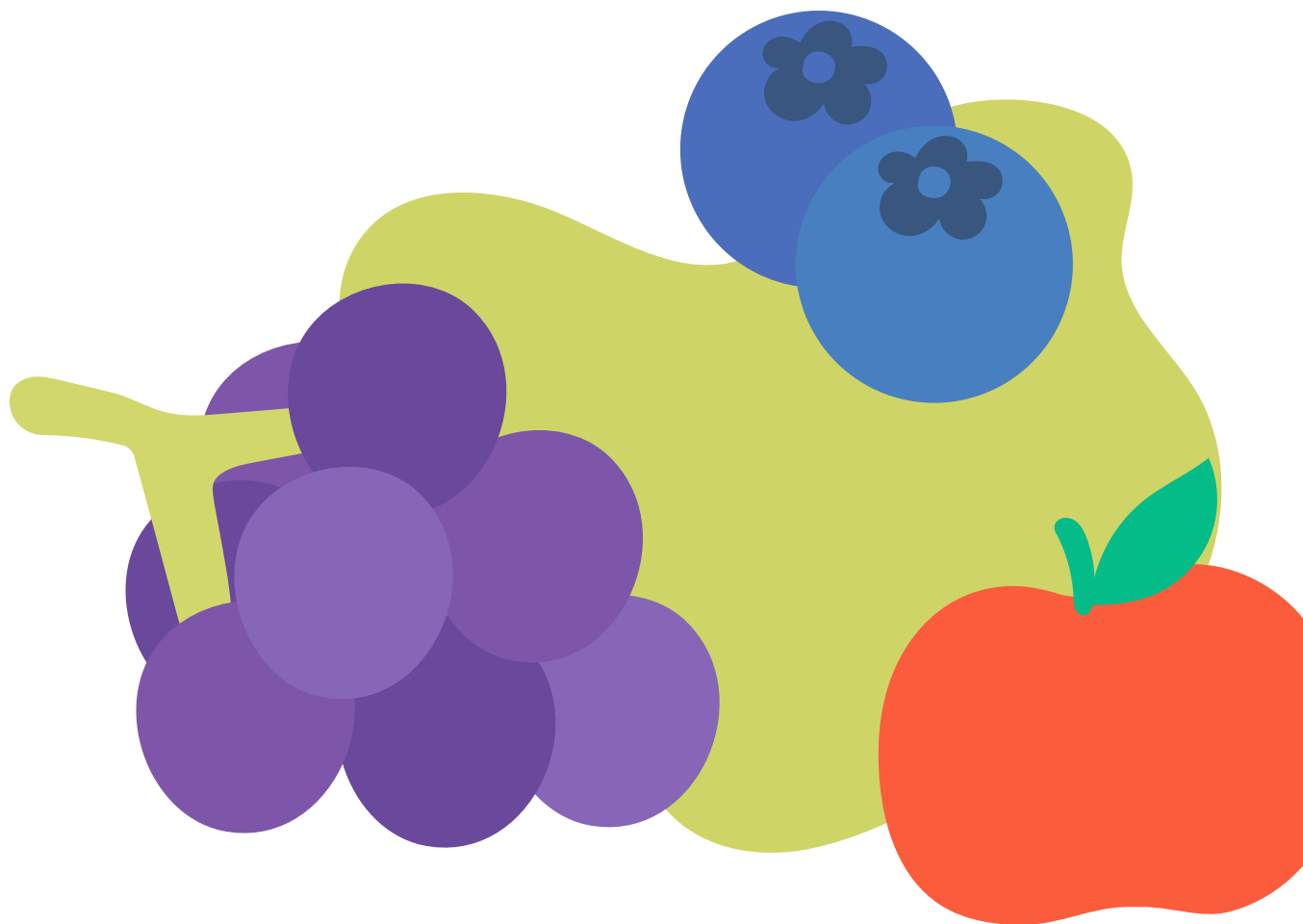


**Three Square**

# Agency Services Manual





## IMPORTANT CONTACT INFORMATION

### Agency Services Team

Email: [agencyservices@threesquare.org](mailto:agencyservices@threesquare.org)

Office hours: Monday - Friday from 7:00 a.m. to 3:30 p.m.

### Call Center

For questions regarding food assistance, please contact the Three Square Center to speak with an advocate.

Phone: 702.765.4030

Email: [snap@threesquare.org](mailto:snap@threesquare.org)

Office hours: Monday - Friday from 9:00 a.m. to 5:00 p.m.

Hours are subject to change due to holidays.

### Volunteer

Phone: 702.644.3663 x389

Email: [volunteers@threesquare.org](mailto:volunteers@threesquare.org)

### Food Drop-Off

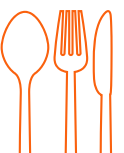
Please contact 702.644.3663 x367 for questions about dropping off food.

### Press

For all media interviews, please contact The Firm Public Relations.

Phone: 702.739.9933

Email: [ThreeSquareMedia@thefirmpr.com](mailto:ThreeSquareMedia@thefirmpr.com)





## Three Square Main Number: 702-644-3663

### Accounting:

Athlene Silos ext. 324

Make a payment or ask questions about statements or account balances.

### Supplemental Nutrition Assistance Program (SNAP), Energy Assistance or Health Insurance Assistance:

Three Square Center 702-765-4030

Information regarding on-site or over-the-phone SNAP, Energy Assistance Program (EAP), and health insurance assistance.

### Volunteer Opportunities:

Emily Feak ext. 349

Get involved and help sort food, pack food bags or boxes, and assist at special events.

### Retail Rescue Program:

Dustin Parks ext. 341

Ask questions related to Retail Rescue deliveries and program enrollment.

### Contact Your Agency Services Team for the following:

Operational Changes: directors, program coordinators, location, distribution schedule

Client Matters: intake and registration, success stories, delivery issues, complaints

Compliance: food safety, storage & distribution questions, food safety certifications, reporting

Programs: adding an additional distribution and/or meal site, Agency Express, changes... and for any other questions!





## THREE SQUARE LOCATIONS

### North Campus

4220 N. Pecos Rd.  
Las Vegas, NV 89115

Office hours: Monday – Friday from 8:00 a.m. to 4:30 p.m.  
Warehouse hours: Monday – Friday from 6:00 a.m. to 2:30 p.m.

Hours are subject to change due to holidays.

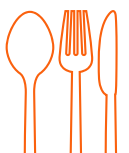
Phone: 702 644-3663 | Fax: 702 365-6574 |  
Email: [comments@threesquare.org](mailto:comments@threesquare.org)

### South Campus

4190 N. Pecos Rd.  
Las Vegas, NV 89115

### Senior Hunger Campus

3915 E. Craig Rd.  
Las Vegas, NV 89115





## 2025 HOLIDAY SCHEDULE

Three Square will be closed on the following holidays:

Three Square Staff Inclusion & Impact Summit 1/31/2025

Presidents Day 2/17/2025

Memorial Day 5/26/2025

Juneteenth 6/19/2025

Independence Day 7/4/2025

Labor Day 9/1/2025

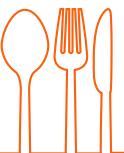
Nevada Day 10/31/2025

Veterans Day 11/11/2025

Thanksgiving Day & Family Day 11/27/2025 & 11/28/2025

Christmas Eve & Christmas Day 12/24/2025 & 12/25/2025

New Year's Eve & New Year's Day 12/31/2025 & 1/1/2025





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# APPENDICES

Glossary

Acronyms

Temperature Logs

Food Safety

Expiration Date vs Eat by Dates

Expiration Date Grace Periods

Proper Hand Washing

How to Read Invoices

How to Enter Monthly Reporting (non-Oasis)

Invoice Reporting

FAQs







# Welcome

## Dearest Agency Partners,

Thank you for working alongside Three Square and more than 150 partners to provide food assistance in Southern Nevada. As an essential part of our community, our agency partners form connections with the neighbors we serve and do everything in their power to meet those neighbors' needs. To help you serve our neighbors, Three Square has created the Agency Services Manual to share guidelines and best practices.

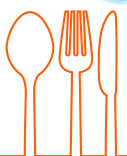
This manual will constantly be evolving to ensure the policies and procedures required by Three Square are current. We will make updates to the manual for greater clarity or if changes in Federal regulations occur. It is the responsibility of each agency partner to:

- Read this manual carefully and apply its policies and procedures with good judgment.
- Stay current with updates and new policies within the manual.
- Contact Agency Services when further clarification is needed.

Please remember that Three Square doesn't exist to serve our own needs; we're here to serve our community partners and food-insecure neighbors. As you go through this manual, we encourage you to share any feedback that will help us all effectively distribute food to our neighbors. This document should reflect our commitment to nourish our community, and you are crucial to making this happen.

Thank you all for your dedication. We look forward to working together towards a hunger-free community.

Tai McIntosh  
Director of Distribution





## MISSION STATEMENT

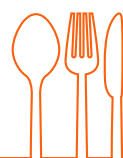
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To provide wholesome food to hungry people, while passionately pursuing a hunger-free community

## VISION STATEMENT

---

The vision of Three Square is simple:  
No one in our community should be hungry





## Benefits of Partnership

When you become an agency partner of Three Square, you get more than access to fresh, nutritious foods for your clients. You are also able to access services designed to help end food insecurity in Southern Nevada.

## Agency Partner Resources

### Nutrition Education

Three Square believes that access to nutritious food is a human right, which is why we aim to keep our mix of foods as close to 50% produce as possible. We understand that it can be challenging to encourage neighbors to take foods that they may not be familiar with, which is why Three Square offers support. Three Square will soon offer training on how to encourage clients to consume foods they are unfamiliar with, along with flavorful, easy-to-follow recipes to encourage your clients.

### Food Safety

As our partner, Three Square will cover the expense of one ServSafe license per year. Alternatively, you may pay a small fee for any additional certifications needed by your agency. To obtain your certificate for the year, email your Agency Services Coordinator the full name (first/last) and email of the individual who will be completing the course. ServSafe will then send you a link to create an account and begin the training. Once the course is completed, your agency must provide Three Square a copy of certification. The ServSafe certification is valid for three years.

For more information, please contact your Agency Services Coordinator or [agencyervices@threesquare.org](mailto:agencyervices@threesquare.org).

### Procurement

Three Square creates relationships with growers, packers, manufacturers and grocers. Through these relationships, we procure food through purchases or donations.

All agency partners can receive purchased and donated foods. However, TEFAP, Grant and Program-specific foods are only available to those participating in these programs.

Agencies who receive product from all streams benefit the most; when one stream of food decreases, Three Square can send food from another. Each agency partner's product order is made up of a mixture of food sources that the partner is eligible for.

## Streams of Food

### Purchased

Through the generosity of donors, Three Square is able to purchase foods that are not typically donated. Currently, Three Square is providing purchased food at no cost to the agency partner.

### Donated

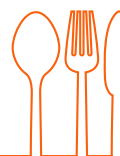
Nevadans, manufacturers, grocers, restaurants and hotels donate consumable foods that they have in surplus rather than throwing them away.

### Grants

Grantors donate either foods or dollars to purchase foods for specific demographics. Three Square strives for great stewardship, so we ensure that all participants meet the criteria set by the Grantor.

### The Emergency Food Assistance Program (TEFAP)

The Emergency Food Assistance Program (TEFAP) is a federally funded program that helps supplement the diets of low-income Americans by providing them with emergency food and nutrition assistance at no cost.





## The Emergency Food Assistance Program (TEFAP) cont.

### Qualifications for Clients

- Identification and proof of Nevada residency is required to receive food
- Each household must read the “Self Declaration Assurance” and certify eligibility that their household income does not exceed 185% of the federal poverty guidelines
- Clients automatically qualify if they receive public assistance (SNAP, TANF, SSI, WIC) or if their child is enrolled in a free or reduced-price meal program at school

For more information, contact Three Square at 702 644-3663 or [agencyervices@threesquare.org](mailto:agencyervices@threesquare.org).

### Retail Rescue Program

Our Retail Rescue program connects local retailers with agency partners to receive donations that are no longer saleable but are still safe to eat. The donated dairy, produce, meat and canned/dry goods are still suitable for consumption, but due to their shorter shelf life, it is necessary to get these food items to neighbors quickly. To ensure no food is wasted, agency partners pick food up directly or Three Square delivers from local retail partners. Three Square is looking for agency partners that can maintain consistency in pickup and reporting. Agency partners are essential to the success and continued growth of this program.

### Retail Rescue Reporting

When picking up donated goods directly from a retail rescue food donor, agency partners are responsible for safely transporting the food directly to their facility and for properly controlling food temperature.

Agency partners are also responsible for documenting the accurate weight and temperature of donated products in the MealConnect app daily/weekly (scale and thermometer provided by Three Square). All donations must be reported no later than the first of each month.

Please view our Retail Rescue Manual for answers to FAQs and additional information: (coming soon).

For more information, contact Three Square at 702-644-3663 or [dparks@threesquare.org](mailto:dparks@threesquare.org) (Dustin Parks).

## Senior Hunger Programs

### Senior Community Meals

Three Square serves hot and healthy meals to seniors 60+ and their loved ones of all ages. Meals are served from 11:00 a.m. - 1:00 p.m. at the following locations:

- East Las Vegas Library| Mondays & Thursdays| 2851 E Bonanza Rd., Las Vegas, NV 89101
- Clark County Library | Tuesdays & Wednesdays| 1401 Flamingo Rd., Las Vegas, NV 89119
- Whitney Library| Fridays| 5175 E. Tropicana Ave., Las Vegas, NV 89122

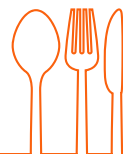
To view the menu online, please visit [www.threesquare.org/seniorhunger](http://www.threesquare.org/seniorhunger).

### Golden Groceries

The Golden Groceries Program provides delicious, healthy, supplemental groceries to people 60 and better at no cost.

Golden Groceries is offered at multiple locations across Southern Nevada. Home delivery and curbside options are available.

The Three Square Center can help coordinate free transportation options such as 24-hour bus passes or round-trip Lyft rides to a Golden Groceries pantry. Lyft rides are also offered to go to the grocery store to use your SNAP benefits and to community meals for seniors. Please call 702-765-4030 for more information or email [snap@threesquare.org](mailto:snap@threesquare.org).





## Childhood Nutrition Programs

### BackPack for Kids

Three Square has joined forces with numerous community partners to provide bags of nutritious, single-serving, kid-friendly food items each Friday during the school year to children who might otherwise go without during weekends and long breaks from school.

Thousands of children are eligible for free and reduced-price meals through the Clark County School District. When the school bell rings on Friday, many of these children go hungry until school resumes on Monday morning. In addition to providing food assistance during weekends, BackPack for Kids is offered in the summer months to continue supporting childhood nutrition year-round.

This program is one of several under Three Square's umbrella of childhood nutrition programs. Each bag contains items to provide kids with ready-to-eat meals during the weekend. Items may include granola bars, crackers, pudding, cereal, shelf-stable milk, fruit juice boxes and two entrees.

For more information, contact Three Square at 702-644-3663 or [backpack@threesquare.org](mailto:backpack@threesquare.org).

### Kids Cafe

Kid Cafe is a Feeding America program, designed to ensure children without access to regular nutrition receive a healthy meal after school. It is one of the nation's largest charitable meal service programs, providing free prepared food and nutrition education to hungry children in a safe environment.

Three Square collaborates with multiple community partners including after-school enrichment programs, the Clark County School District and the Nevada Department of Agriculture to provide nutritious meals to children in need through the USDA's Child and Adult Care Food Program (CACFP).

For more information, contact Three Square at 702-644-3663 or [kidscafe@threesquare.org](mailto:kidscafe@threesquare.org).

### Meet Up and Eat Up

Meet Up and Eat Up ensures that children do not go hungry over the summer and will return to school energetic and ready to learn.

This program is offered at more than 100 locations across the valley. Locations include parks and recreation centers, Boys and Girls Clubs, libraries, day camps and apartment complexes. The menu includes 20 rotating meal options. Sites may offer breakfast, lunch or both.

Using refrigerated vans, Three Square is able to provide meals at 21 apartment complexes on three routes reaching more than 1,000 additional kids per day.

With the help of volunteers and partners, Three Square will pack more than 35,000 summer meals between Monday and Friday each week during the summer.

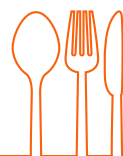
For more information, contact Three Square at 702-644-3663 or [sfsp@threesquare.org](mailto:sfsp@threesquare.org).

## Oasis Insight

Oasis Insight is a cloud-based client intake and reporting solution designed for food banks, which enables users to track food pantry distributions and generate feeding reports.

#### Benefits of Oasis Insight

- Enhanced Client Management
  - Secure storage of client data
  - Easy tracking of client visits and assistance history
  - Simplified client registration and check-in process
- Reporting and Analytics
  - Customizable reports for insights into pantry operations
  - Data-driven decision making based on usage and demand patterns



- Compliance and Regulatory Adherence
  - Assists in meeting government and donor requirements
  - Simplifies audit processes with organized data
- Mobile and Remote Access
  - Access to the system from anywhere, facilitating remote work
  - Mobile-friendly interface for on-the-go management
- User-Friendly Interface
  - Intuitive design for ease of use
  - Minimal training required for staff and volunteers
- Enhanced Client Services
  - Faster service delivery to clients
  - Personalized assistance based on client history
- Community Impact
  - Increased efficiency leads to serving more people in need
  - Better resource allocation to address community-specific needs
- Three Square provides the equipment and training

For more information, please contact our Service Insights Coordinator, Tricia Strickland ([tstrickland@threesquare.org](mailto:tstrickland@threesquare.org)).

## Grants Administration

Our Grants team can support your needs from funding to education and much more.

If you want to chat with our Grants team, please email [grants@threesquare.org](mailto:grants@threesquare.org) and provide your name, agency, phone number, and your preferred method of contact. We look forward to continuing our work together!

## Benefit Services Outreach

Our Benefit Services Outreach team helps households with referrals and applications for benefits for which they may be eligible. Three Square can offer applicants:

- Support with SNAP applications
- Help with applying for the Energy Assistance Program (EAP) or Project REACH
- Referrals to other community partners for other assistance programs including food pantries, Medicaid, and housing assistance.

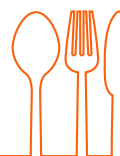
For more information, call the Three Square Center at [702-765-4030](tel:702-765-4030) or [snap@threesquare.org](mailto:snap@threesquare.org). Our call center is open Monday–Friday from 9:00 a.m.–5:00 p.m. (with the exception of holidays)

## Partnership Responsibility

To keep our clients safe and to ensure compliance with government entities, agency partners are responsible for following the food safety and handling procedures outlined in this manual. We expect all relevant staff members/volunteers at your location to know and follow these rules.

## Food Safety

- Ensure and provide proof that a minimum of one (1) key staff member or volunteer at each distribution is certified for safe food handling
- Safely and properly handle the Donated, Government or Purchased product, which conforms to all local, state and Federal regulations
- Have adequate dry storage space – partners must store all food at least four (4) inches off the ground to ensure the integrity of all Three Square (TS) products until it is prepared or distributed (not applicable to mobile pantries)
- Maintain all freezers and coolers at the proper temperature of 41°F or below, maintain functioning thermometers in all freezers and coolers, and keep temperature logs to document proper storage (not applicable to mobile pantries)
- Have regular Pest Control and trash pickups (not applicable to mobile pantries)
- When transporting products, the agency partner will do so in a manner that prevents contamination and adulteration
- Have adequate help to pick up products at TS and/or to unload a delivery made to their site in a manner that ensures safe food handling and maintains safe temperatures for food





## Food Safety cont.

The food storage area should be safeguarded against theft, spoilage, and other loss.

Agency Partners must conduct regular inspections for signs of pests and take preventative measures as needed. These can be self-administered or professional.

Food items must be stored at least 4 inches off the ground to ensure integrity of all product until it is prepared or distributed.

Food items should be organized to ensure a “First in, First Out (FIFO) distribution. First in, first out means that the products with the earliest date or earliest receiving date are used prior to those with later best by/use by/ expiration dates. Agencies might ensure this is by always placing the newest product behind older products on shelves, labeling dates products was received, and by inspecting expiration dates regularly.

For TEFAP inventory, you should not be storing it for longer than six months.

Leave space for air to circulate between items in the refrigerator.



## Food Safety: Food Dates Explained II

<p><b>SELL BY</b></p>  <p>Tells the store how long to display the product for sale. The store rotates the stock to be sure the oldest is sold first. Consumers can add days before eating it.</p>	<p><b>SERIES OF #'S</b></p>  <p>This is a packing code and only used by the manufacturer. It is not an expiration date. Follow "No Expiration" guidelines.</p>
<p><b>ENJOY BY</b></p>  <p>This is a freshness date. Food is freshest by the date on the label, but still safe to eat after that date. Examples are milk (up to 1 week after the enjoy or sell-by date) and eggs (3-5 weeks after the enjoy or sell-by date).</p>	<p><b>EXP: 00/00/00</b></p>  <p>This is a true expiration date. After the expiration date, the food is not safe to eat and must be thrown away. Examples are baby food and infant formula.</p>
<p><b>BEST BUY</b></p>  <p>This is a quality date. Food has best quality if eaten by date. You can eat acidic canned foods 12-18 months after date. Examples are canned tomatoes or pineapples. You can eat non-acidic canned foods up to 2.5 years after date. Examples are canned soup or vegetables.</p>	<p><b>USE-BY</b></p>  <p>A "Use-By" date is the last date recommended for the use of the product while at peak quality. It is not a safety date except for when used on infant formula.</p>
<p><b>BEST IF USED BUY</b></p>  <p>This guarantees when a product is of the best quality or flavor. For instance, a jar of salsa may not taste as fresh, or crackers may be soft instead of crisp after this date. It's not about safety.</p>	<p><b>JUST A DATE</b></p>  <p>This is a manufacturing date. It is not an expiration date. Treat this as a "Best By" date and follow those guidelines.</p>
<p><b>FROZEN FOOD</b></p> <p>Frozen foods remain safe one month to one year past the code date depending on the product. Look for freezer burn. Cook immediately after thawing; the cooked food may be refrozen.</p>	<p><b>NO EXPIRATION</b></p> <p>If there is no expiration date, do not use the product. Dispose of appropriately.</p>



## Food Safety: Expiration Date Grace Periods

USDA suggests these grace periods following a product's "use by" or "best by" dates.



**Baked Goods**  
3 Months if frozen  
*includes bread*



**Baking**  
1 Year



**Canned Items**  
5 Years  
*non-perishable foods*



**Cereals & Breakfast Items**  
1 Year



**Healthy Snacks**  
1 Year  
*crackers, nuts, granola bars, etc.*



**Condiments**  
1 Year



**Dried Beans, Rice, & Pasta**  
3 Years



**Drinks (not water)**  
6 Months  
*includes powdered drinks*



**Frozen Products**  
1 Year  
*includes meat*



**Processed Refrigerated Food**  
1 Month



**Milk**  
3 Months if frozen



**Snacks**  
6 Months  
*potato chips, popcorn, etc.*



**Peanut Butters**  
2 Years



**Soup**  
2 Years  
*broths, bullion cubes, ramen*



**Refrigerated Dairy**  
2 wks - 3mo if frozen  
*yogurt, sour cream, cheese*



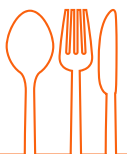
**Water**  
2 Years



**Medical Products**  
No Grace Period



**Baby Products**  
No Grace Period





## Label Dates

Three Square often distributes food items after the date on the package, but **these foods are still safe to eat** (note that baby food and formula are the exception; they must not be used past their best-by dates). Food manufacturers use different date codes to ensure that consumers receive their product at peak quality. Once a product is past code date, many manufacturers donate it to food banks. Our staff monitors this food to ensure that the quality remains good. See appendix "When Should I Eat This" for label dates guidelines for some food products. If you have questions about other food items, please contact [agency@threesquare.org](mailto:agency@threesquare.org).

### Food Product Dating

A "**Best if Used By/Before**" date indicates when a product will be of the best flavor or quality. It is not a purchase or safety date.

A "**Sell-By**" date tells the store how long to display the product for sale for inventory management. It is not a safety date.

A "**Use-By**" date is the last date recommended for the use of the product while at peak quality. It is not a safety date except for when used on infant formula.

A "**Freeze-By**" date indicates when a product should be frozen to maintain peak quality. It is not a purchase or safety date.

### Are Foods Safe to Eat After the Date Passes?

With the exception of infant formula, if the date passes during home storage, a product should still be safe and wholesome if handled properly until spoilage is evident. Spoiled foods will develop an off odor, flavor, or texture due to naturally occurring spoilage bacteria. If a food has developed such spoilage characteristics, it should not be eaten and should be discarded.

### Can Food Be Donated After the Date Passes?

Yes. The quality of perishable products may deteriorate after the date passes, but the products should still be wholesome if not exhibiting signs of spoilage. Food banks, other charitable organizations, and consumers should evaluate the quality of the product prior to its distribution and consumption to determine whether there are noticeable changes in wholesomeness.

### What to Toss Out

#### Canned Foods

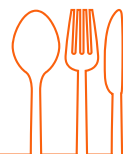
##### Discard...

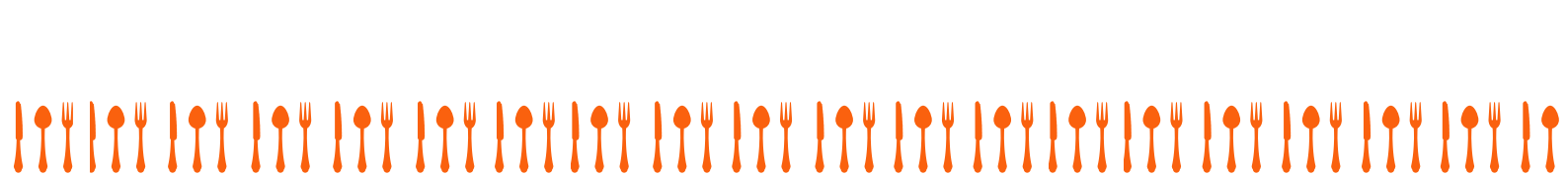
- All foods canned at home
- All rusted cans
- Cans with severe dents
- Cans with dents on the seams or on the rim—any place air could enter
- Cans with bulging or puffed ends
- Leaking cans
- Cans with spills or stains from an unknown source
- Cans with missing labels

#### Dry Packaged Food

##### Discard...

- Dry foods with opened, punctured or torn inner packages
- Punctured, torn, opened or otherwise damaged containers of dry foods
- Packages with rodent droppings, bugs or insects
- Packages with rodent teeth markings
- Packages with missing labels
- Packages with spills or stains from an unknown source





## Baby Foods and Formulas

### Discard...

- Baby formula past its expiration date (it is important to never distribute expired baby food)
- Opened jars or jars showing evidence of tampering
- Baby cereal with opened, punctured, or torn packaging

## Other

### Discard...

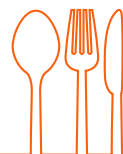
- All repackaged foods
- All moldy and opened packages of bread, cheese, fruits and vegetables
- All goods with questionable color, odor or texture
- All food packaged in garbage liners (garbage bags)
- Frozen food from an unknown donor
- Items without ingredient lists, except whole produce

## Operational Requirements

- Distribute products at least once a month, and adhere to regular, established distribution days and times, as approved by Three Square (TS)
- Post days and times of distribution hours/service and make it visible to the community
- Notify TS via the Agency Partner Change Form of any changes in types of/ or additional distribution(s), including service hours; location; shoppers; contacts or site coordinators; phone numbers; etc., within five business days of when the change was made
- Agree product is accepted “as is”
- Serve church members, volunteers, or staff of the Agency Partner that qualify to receive food during the same-posted distribution days and times and through the same process set for the community
- Have a working email address that must be checked on a regular basis for any important updates, information, and opportunities
- Have available forms of contact for neighbors to communicate with them (i.e., text, phone, email, etc.)
- Will obtain products from TS at least once every six months to be deemed an active Agency Partner
- Keep signed invoices for food received on-site for a minimum of one year from the date of receipt
- Promptly disclose any business interest or actual/potential conflict of interest that could compromise public trust or create the perception of such (for example: operating a store or a for-profit business at the same location as the approved site)
- Adhere to any additional donor stipulations affecting the distribution of products received through TS
- Adhere to an established pick-up schedule and warehouse policies and procedures
- Pay fees and charges assessed by TS in full, within 30 calendar days of the receipt of the invoice, when applicable

## Agency Partners are Prohibited From:

- Sharing or redistributing Three Square (TS) products to other distribution sites within the agency, or with other agencies or organizations without TS permission
- Using any foods and/or non-food items for or any other activity outside of neighbor distribution, including by not limited to:
  - Fundraising events
  - Special events
  - In operations or program upkeep
  - For business or committee meetings and other functions where business is conducted relating to the agency
  - To compensate or provide incentives to staff or volunteers
- Engaging 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 military or status as a protected veteran; or as otherwise prohibited under the current USDA nondiscrimination statement
- Thanking volunteers or staff for their labor with donated foods or “thank you bags” of food; the practice of thanking workers with a “gift” of product that was donated for charitable use is contrary to both labor law and tax law



- Consuming any Donated Product (food or non-food), including consumption of beverages by staff/volunteers when carrying out assigned duties
- Participation in an Enabled Donor Pick-up Program without a signed agreement from TS

### Site Monitoring Visits

Three Square will conduct on-site monitoring visits at a minimum of twice per quarter, as well as visits during distributions with or without prior notification.

Site visits help ensure that:

- The highest sanitation and food safety standards are practiced and maintained, from the point of donation to the time the food is given to the neighbor
- Temperature logs are being used, and all food storage areas are clean and properly maintained
- Proper documentation of health inspection, insurance, and food safety certifications is easily accessible
- There is a healthy flow of communication between Three Square and agency partner staff
- Agency partner staff have a chance to showcase their program(s)
- There is an opportunity for collaborative brainstorming to help improve and fine-tune programs
- The agency partner can offer feedback to Three Square

## Reporting Requirements

### Monthly Reporting Guidelines (non-Oasis)

- Statistics are due by the 1st of each month
- Neighbor data is broken down by the following criteria:
  - Name
  - Phone Number (used for recall purposes, but not required for your monthly reports)
  - Address
  - Number of Children (0-17) in the household
  - Number of Adults (18-59) in the household
  - Number of Seniors (60+) in the household
  - Gender (not yet required, unless specified for a grant)
  - Ethnicity (not yet required, unless specified for a grant)
  - Race (not yet required, unless specified for a grant)

If you have any questions regarding reporting, please reach out to us at [agencyservices@threesquare.org](mailto:agencyservices@threesquare.org).

How to Enter Monthly Reporting (if not in Oasis Insight):

1. Access the google form link: [2023-2024 Pantry Monthly Statistics \(google.com\)](#)
2. From the drop-down, select the name of your agency
3. From the second drop-down, select the month you are submitting statistics for

**Food Pantry**

### 2023-2024 Pantry Monthly Statistics

This report is due by the 5th of the following month, for example: January reports are due by February 5th.

Please submit a report even if you did not receive any food during the month.

tsfb3663@gmail.com [Switch account](#)

Not shared

\* Indicates required question

**Name of Agency**

Choose

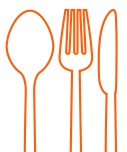
This is a required question

**Statistics are for the month of:**

Choose

Next Clear form

Never submit passwords through Google Forms.



1. Provide the number of neighbors served, broken down by age group
  - a. 0-17
  - b. 18-59
  - c. 60+
2. Provide the number of individual neighbors served for the month
3. Provide the number of households served for the month
4. Provide the number of Hispanic neighbors served for the month
5. Provide the number of non-Hispanic neighbors served for the month
6. Provide the number of neighbors served who preferred not to answer Ethnicity
7. Provide the number of neighbors served who identify as White
8. Provide the number of neighbors served identify as African American/Black
9. Provide the number of neighbors served who identify as Asian
10. Provide the number of neighbors served who identify as American Indian/ Alaska Native
11. Provide the number of neighbors served who identify as Multi-Race
12. Provide the number of neighbors served who identify as Race- Other/ No Answer
13. Provide the number of Home Deliveries made, if applicable
14. Provide the number of Meals served in a month, if you serve a prepared meal

**Food Pantry**

2023-2024 Pantry Monthly Statistics

Unauthenticated user (Email: admin@) | Not shared

\* Indicates required question

**Pantry/Month Delivery**

Total number of CHILDREN (ages 0-17) \*

Your answer: \_\_\_\_\_

Total number of ADULTS (ages 18-59) \*

Your answer: \_\_\_\_\_

Total number of SENIORS (ages 60+) \*

Your answer: \_\_\_\_\_

Total number of INDIVIDUALS served \*

Your answer: \_\_\_\_\_

Total number of HOUSEHOLDS served for the month, \*\*

Your answer: \_\_\_\_\_

Ethnicity: Total Number of Hispanic \*\*

Your answer: \_\_\_\_\_

Ethnicity: Total Number of Non-Hispanic \*\*

Your answer: \_\_\_\_\_

Ethnicity: Other/ No Answer \*\*

Your answer: \_\_\_\_\_

Race: Total Number of White \*\*

Your answer: \_\_\_\_\_

Race: Total Number of African American/ Black \*\*

Your answer: \_\_\_\_\_

Race: Total Number of Asian

Your answer: \_\_\_\_\_

Race: Total Number of American Indian/ Alaska Native

Your answer: \_\_\_\_\_

Race: Total Number of Multi-Race

Your answer: \_\_\_\_\_

Race: Other/No Answer

Your answer: \_\_\_\_\_

Total Number of Home Deliveries

Your answer: \_\_\_\_\_

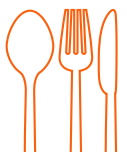
How Many MEALS (plates) served in month: \*ONLY if you serve prepared meals

Your answer: \_\_\_\_\_

Comments

Your answer: \_\_\_\_\_

Back Submit Clear Form





## Food Pantries

Food pantries must maintain neighbor intake information and submit Monthly Statistics Reports. Administrative, technical, physical, or electronic measures designed to protect individual privacy, data confidentiality, and security must be taken by the Agency Partner during the collection, storage, and reporting of the data. This is intended to protect people or organizations other than the Agency Partner or Three Square from obtaining the data.

- Submit Monthly Statistic Reports by the first of the month for the previous month. Required intake information includes:
  - First and Last name or Unique Identifier
  - Street Address
    - Including City, State, Zip, and County
  - # of people in the household
  - Age breakdowns: children, adults, seniors
  - Race and Ethnicity (TBD)
  - Location where distribution took place if not the physical address on your agency card
  - Phone numbers are to be collected for recall purposes but are not required for your monthly reports (unless in Oasis Insight)

## TEFAP Agency Partners

Agencies that distribute TEFAP USDA food must report the total number of individuals served AND the TEFAP USDA individuals served. Agencies that serve TEFAP USDA foods must also report the following:

- Number of USDA-qualified individuals
- Number of USDA households
- Full street address of the household
- Monthly Inventory & Participation Report (MIPR) that provides detailed information regarding the disposition of inventory and participation statistics
- How each eligible person is certified to receive TEFAP USDA foods

Please check your inventory for extra USDA items. Please do not overstock. Items must be used First In, First Out (FIFO).

For more information, contact Three Square at 702-644-3663 or [agencyservices@threesquare.org](mailto:agencyservices@threesquare.org).

## Community Meals

For community meals, partners must report the total number of meals served throughout the month in addition to the client information mentioned above.

Please be sure to report UNDUPLICATED clients served, even if they receive a meal or snack multiple times a month.

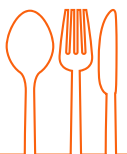
## Retail Rescue Partners

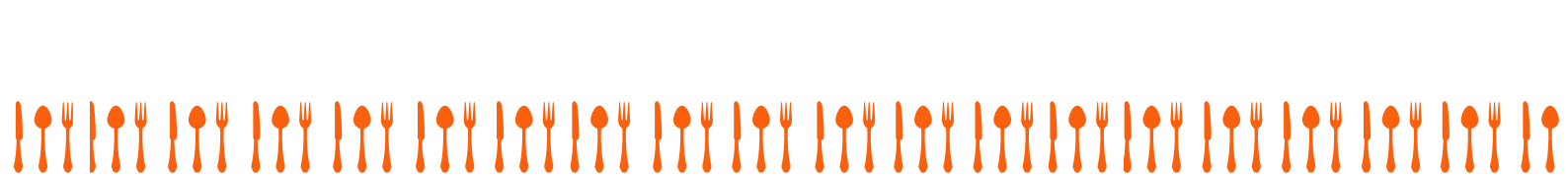
Agencies participating in our Retail Rescue program are required to submit receipts for items obtained from the retail donor into MealConnect the same day they are received.

Agencies must report:

- The temperature of refrigerated and frozen items at the time of pickup and once it arrives at their final location
- Poundage of items received, divided by category (dairy, meat, etc.)
- Agencies must still submit a receipt if no pickup was attempted or if no items were available from the donor

For more information, contact Three Square at 702-644-3663, [dparks@threesquare.org](mailto:dparks@threesquare.org).






## Religious Organizations

### Explicitly Religious Activities

Three Square believes in providing food to anyone who needs it, regardless of religious affiliation. All Agency Partners must respect the views of those they serve and make them feel comfortable when requesting food assistance. As stated in the agreement, Agency Partners cannot require neighbors of their food services to attend religious services, prayers, or counseling as a prerequisite or in conjunction with food distribution or the receipt of food. Agency Partners should separate any religious services from food-provision services.

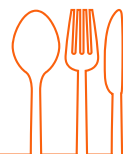
All agency partners must follow the following guidelines:

- Neighbors cannot be required to attend services, religious or educational workshops/classes, pray, volunteer, or work for food
  - If a neighbor requests prayer support, it must be conducted in a location separate from the food pantry or meal service area
  - Agency partners cannot restrict food boxes, meals, or any food provided by Three Square to only those participating in a religious program
  - Faith-based organizations are not allowed to put religious literature, materials, or books in food boxes, but may place these materials on a side table for recipients to peruse
- 



## Distribution Models

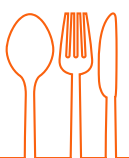
MODEL	DESCRIPTION	EQUIPMENT	SPACE
SUPERMARKET	<p>Food is set up by food groups inside the pantry.</p> <p>Neighbors choose their food as they walk through the pantry.</p> <p>Workers may help guide neighbors through their choices or check them out when they have finished shopping.</p>	<p>Shelving</p> <p>Optional: Refrigerators and freezers with clear glass doors to view products</p> <p>Carts to move food</p> <p>Check-out table</p> <p>Food Cards showing neighbors how much food they can take</p>	<p>A space large enough to display food on shelves and enough room for neighbors to walk through safely</p>
TABLE	<p>Food is set up on tables by food groups.</p> <p>Neighbors walk by each table to choose and pack their food.</p>	<p>Tables</p> <p>Optional: Carts to move food</p> <p>Food cards showing neighbors how much food they can take</p>	<p>A space large enough to set up tables with room to walk in between the tables</p>
WINDOW	<p>Neighbors stand outside the pantry area but can see the food in the pantry.</p> <p>Neighbors choose by pointing to the food they want.</p>	<p>Shelving visible to neighbors</p> <p>Optional: Half door with counter at entry to pantry</p> <p>Food cards showing neighbors how much food they can take</p>	<p>Will work in any space where neighbors can see the food</p>
INVENTORY LIST	<p>A list of food in stock is posted or given to neighbors.</p> <p>Neighbors choose their food from the list.</p> <p>Volunteer staff then assemble the neighbor's food bags.</p>	<p>Paper or board/dry erase board to list food in stock</p> <p>Optional: Clipboards to hold paper lists</p> <p>Copy machine or computer printer</p> <p>Food cards showing neighbors how much food they can take</p>	<p>Will work in any space</p> <p>Intake area and food storage area do not need to be next to each other</p>







MODEL	ADVANTAGES	DISADVANTAGES
SUPERMARKET	<p>Pantry workers have more one-on-one time with neighbors, enriching their volunteer experience.</p> <p>Allows neighbors to ask workers specific questions.</p> <p>Storeroom and place where neighbors choose food are the same. Many neighbors can be served at one time.</p> <p>This is the most neighbor friendly model as it simulates a grocery store.</p>	<p>Planning in advance is required to set up foods by food groups.</p> <p>May need additional space, shelving, and tables.</p>
TABLE	<p>Don't need a dedicated pantry space.</p> <p>Many neighbors can be served at one time.</p>	<p>Volunteers/staff need to set up and break down tables.</p> <p>Lifting food onto tables may be difficult for some volunteers/staff.</p>
WINDOW	<p>Very small space needed to offer neighbors choice.</p>	<p>Can only serve a limited number of neighbors at one time.</p> <p>Neighbors are further away and can't hold the product. This is difficult for those with low reading level or English as a second language.</p>
INVENTORY LIST	<p>Very small space needed to offer neighbors choice.</p> <p>Neighbors can choose food for themselves without leaving their seat in the intake area.</p> <p>Good for neighbors with limited mobility.</p>	<p>Difficult for neighbors with low reading level or English as a second language.</p> <p>Need to update food list as inventory changes.</p>





## Client Choice Model

What is a Client Choice Pantry?

A Client Choice Pantry allows neighbors to select their own food instead of receiving a pre-packed or standard bag of groceries. With this method, neighbors do not have to take items they already have, do not like, or cannot eat for health or personal reasons.

Why give clients a choice?

Imagine your family is in need of food. You have a few food items at home, but it is not enough to make complete meals for the next few days. With finances stretched thin, a trip to the grocery store is out of the question. You swallow your pride and decide to visit a food pantry. When you arrive at the food pantry, you are handed a pre-packed or standard bag with some food you already have at home. There are also some items your family does not like. You're not sure what to do with the food; you do not want to insult the pantry people. If you had been able to choose the foods you needed and liked, you could have added them to your pantry at home to make your meals go further and last longer.

- **Serve with dignity:** Offering choice is a core component of serving with dignity, which is a primary goal of the Feeding America network and Agency Partners who receive products from food banks
- **Less food waste:** When neighbors are able to choose what they need/want and have the appropriate tools to prepare, less food may be wasted or unused by those who receive it
- **Better accommodations to special diets:** Neighbors who have health conditions - e.g., diabetes, chronic kidney/heart disease, or celiac disease - are required to follow specific diets to manage their conditions; a client-choice model may allow those neighbors to more closely align with any dietary restrictions and their personal health requirements
- **Offer culturally appropriate foods:** Many religions incorporate dietary tenets - e.g., avoiding pork; restricting dairy, coffee, or tea; or following a vegetarian diet - that are important to large populations of neighbors; specific cultural practices may also mean that some foods that may not be traditionally incorporated into diets will have more utility than others
- **Volunteer hours can be spent interacting with neighbors:** Packing fewer boxes in advance just requires a shift in volunteer work, not necessarily more volunteers; volunteers can stock shelves and assist neighbors with their selections, enhancing the neighbor's experience

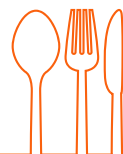
Setting up a Client Choice Pantry is a bit like putting together a puzzle: all the pieces fit together, but you have to find the right way! Take some time to review the client-choice models. Talk it over with your volunteers. Point out that they won't have to pre-pack food bags, which is one advantage for every client-choice model. Decide together which model might be best for your pantry; you can also choose to use a combination of the models. Any space can be made to work as client choice! The models described in this handbook can be modified to fit your pantry, or you can come up with a different way to bring client choice into your pantry. Many things may affect your decision about how to operate a client-choice pantry. They include:

- Equipment needs
- Physical space
- Workers

There are many ways to operate a Client Choice Pantry. How do you decide which setup is right for your pantry? The following models will give you an overview of the different options. For more details on each model, please see the Client Choice Pantry Model Comparison Chart on pages 19 and 20 of this handbook.

Types of Client Choice Pantries

- Supermarket Model
- Table Model
- Window Model
- Inventory List Model





## The Supermarket Model

### Description

Food is set up on shelves by food groups. Neighbors walk through the space and take food off shelves according to pantry guidelines. The food storage room and the place where neighbors choose their food can be in the same location. Workers do not need to move the food items on days when neighbors come in. The whole pantry's stock is open for neighbors. The space needs to be large enough to display foods and allow neighbors to walk through. This model allows neighbors to handle food and look at the labels just as if they were shopping in a grocery store. Pantry space will determine how many neighbors can shop at a time. This model is considered to be the most neighbor-friendly since it simulates a typical grocery shopping experience.

### Four Easy Steps to Making It Work

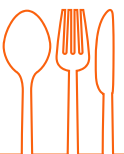
1. Organize food on pantry shelves by food groups
2. When neighbors sign in, the worker gives them a Food Card listing how many items they may take based on family size (see Appendix for an example)
3. Neighbors walk through the pantry alone, or a worker can walk them through the process
4. Similar to a supermarket, neighbors can “check-out” and pack their food in a bag or box with the help of a pantry worker; pantry workers can also check to see if the neighbor has taken the amount and type of food that they are allowed based on their family size

### Equipment Needs and Physical Location

Your pantry needs enough shelving space to display the available food in the pantry. A refrigerator or freezer with clear glass to view products is helpful for this model, but not necessary. If this type of equipment is not available, a list of available refrigerated and frozen foods can be posted for neighbors to choose from. Grocery carts and a table for “check-out” would also be helpful, but not necessary.

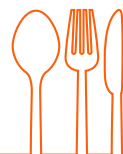
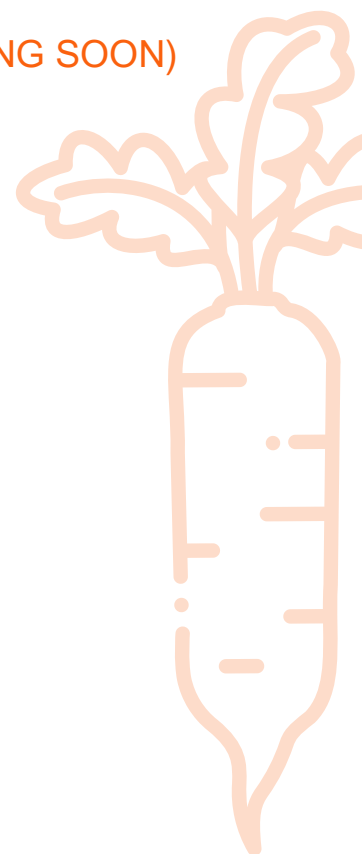
### Volunteer Staff Tips

- It is important to have volunteers available before the pantry opens to ensure the pantry is organized and food is stocked on shelves
- Volunteers may need to re-stock and straighten shelves during pantry hours
- If a volunteer guides neighbors through the pantry, this offers a chance to talk about the food options
- If neighbors do not speak or read English, the pantry might need a translator or food pictures to help with the process





AGENCY SPOTLIGHT: THE SUPERMARKET MODEL (COMING SOON)





## The Table Model

### Description

If you do not have enough permanent space or equipment for a Supermarket Model, the Table Model might work best for you. Food is set up on tables by food groups. Neighbors walk by each table to choose and pack their food. The pantry needs enough room for neighbors to walk by each table. Pantry workers can stand by the food tables to guide neighbors and answer questions about the food. This model can serve many neighbors at one time. This model allows neighbors to physically handle food as they would do shopping at a store.

### Three Easy Steps to Making It Work

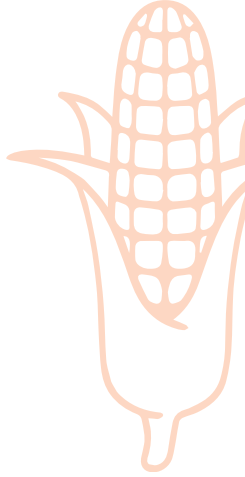
1. Organize food on tables by food groups
2. When neighbors sign in, the worker gives them a Food Card listing how many items they may take based on family size; tables can also be labeled with the number of items that can be chosen from that table (see Appendix for an example)
3. Neighbors can walk by the tables to choose and pack their food

### Equipment Needs

Your pantry needs enough tables to display the available food. Arranging tables in a U-shape or an L-shape can maximize space.

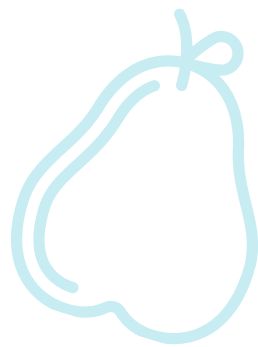
### Volunteer Staff Tips

- Volunteers may be needed before, during, and after open pantry hours to set up, supervise, and take down tables
- It is helpful if the storeroom and the room displaying the food on tables are close together; if not, dollies or carts are helpful (but not required) to transport the food items
- Work in pairs to lift heavy cases or containers of food onto tables
- Volunteers can accompany neighbors or stand by each display table to help if needed
- If neighbors do not speak or read English, the pantry might need a translator or food pictures to help with the process





## AGENCY SPOTLIGHT: THE TABLE MODEL (COMING SOON)





## The Window Model

### Description

Neighbors choose the type of food they want by pointing to the food on the shelf. Pantry workers then pack food bags according to the neighbor's choices and family size. This model helps offer neighbors choice when the pantry has limited space. One special consideration is that the window model can only serve a small number of neighbors at one time.

### Four Easy Steps to Making It Work

1. Organize food on shelves by food group
2. When neighbors sign in, the volunteer staff gives them a Food Card listing how many items they may take based on family size, or a sign can be placed by the window with all the details
3. Neighbors choose food by pointing to the items they want
4. The volunteer staff picks the food items off the shelf and packs the food into a bag or box

### Equipment Needs and Physical Location

This model requires a half door or window that provides easy viewing of the pantry storage space.

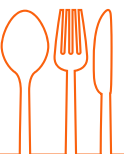
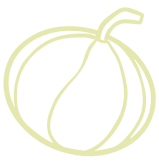
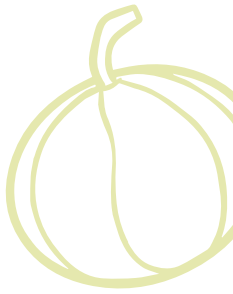
### Volunteer Staff Tips

- It is important to have workers available before the pantry opens to ensure the pantry is organized and food is stocked on shelves
- If neighbors do not speak or read English, the pantry might need a translator or food pictures to help with the process





AGENCY SPOTLIGHT: THE WINDOW MODEL (COMING SOON)







## The Inventory List Model

### Description

A list of available food is posted or given to neighbors. Neighbors choose their food from the list. Pantry workers then assemble the neighbor's food bags based on the items chosen from the list. This model is helpful for neighbors who have trouble moving around and for agencies with very limited space. Neighbors can choose foods without having to leave their seats.

### Three Easy Steps to Making It Work

1. Neighbors write on a piece of paper, check a list of choices, or tell a worker their food choices
2. When neighbors sign in, the volunteer staff gives them a Food Card listing how many items they may take based on family size; the worker also shows the neighbors the list of food available, which can be on a piece of paper or displayed on a dry-erase board or a chalkboard
3. The worker packs the selections into a bag or box

### Equipment Needs

Your pantry needs materials to make a list of foods in stock. You can use paper, pens/pencils, and clipboards for creating a paper food list. A copy machine or computer printer is helpful to make copies of the paper list for neighbors. Or you can write the food list on a dry-erase board or a chalkboard.

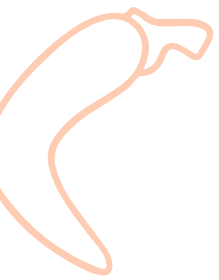
### Volunteer Staff Tips

- Update the food list as inventory changes
- Use waiting time to share nutrition handouts, recipes, and other menu ideas with the neighbors
- If neighbors do not speak or read English, the pantry might need a translator or food pictures to help with the process





## AGENCY SPOTLIGHT: THE INVENTORY LIST MODEL (COMING SOON)





## Suspension, Termination, and Grievance Procedures

Three Square reserves the right to place an agency on suspension if it engages in an activity that violates the Agency Partner Agreement or this manual. If placed on suspension, an Agency Partner will not be able to order food or receive products from Three Square until the issue resulting in the suspension has been resolved.

### Procedures

#### Grounds for Suspension & Termination

A Three Square Agency Partner may be suspended or terminated for:

- Non-compliance with any of the rules and regulations of Three Square as outlined in the Agency Partner Agreement, Program Agreement, Agency Partner Manual(s) and government laws
- Failure to satisfy membership qualifications, including failure to maintain tax exempt status as a public nonprofit or religious organization exempt under Section 501(c)(3) of the Internal Revenue Code
- Non-compliance with TEFAP USDA food distribution policies, including failure to follow income guidelines, failure to post all required documents, failure to maintain inventory records of received commodities, and failure to report missing or stolen products
- Failure to provide required reports, such as the Monthly Inventory and Participation Report of individuals/meals/households served, USDA reports, and Retail Rescue receipts
- Non-compliance with basic food safety and food handling practices
- Conduct that is materially and seriously prejudicial to the purposes and interest of Three Square

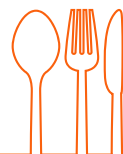
### Investigations

- As explained in Site Monitoring Visits (page 8), Three Square shall inspect each agency for compliance at least twice per quarter
- Three Square has the right to monitor agencies more frequently and without notice as necessary
- Three Square will promptly investigate any reasonable allegation that an Agency Partner has engaged in conduct that might be grounds for suspension or termination
- In the event that inspection or further investigation reveals that grounds exist for suspension or termination, the Agency Partner will receive a written report detailing the results of the investigation and the recommended course of action

Action will be determined solely by Three Square and may include a written warning, temporary suspension, or immediate termination.

### Corrective Actions

- Written warning: a written warning may be given to any Agency Partner violating the above rules and regulations, detailing the violation and steps that must be taken to remedy the situation
- Temporary suspension: suspension is invoked if, within reasonable discretion, the Agency Partner's conduct is so materially and seriously prejudicial to the purposes and interests of Three Square that suspension is both necessary and warranted
- Termination: an Agency Partner may be terminated for cause as detailed above





## Automatic Suspension

An agency can be suspended without prior opportunity to be heard or without notice.

The following conduct will result in the automatic suspension of Agency Partner participation for a minimum of one month or until the situation is satisfactorily remedied:

- Misuse of any products received from Three Square, including the sale or barter of Donated products
- Failure to return any signed agreement to Three Square within 60 days after the stated deadline
  - Once signed agreements have been received, scheduled appointments will be reinstated
- Insurance cancellation or expiration

## Suspension, Termination, and Grievance Procedure

Three Square is committed to providing excellent customer service and to maintaining a positive working relationship with its agency partners.

- If an agency partner disagrees with a decision or determination regarding its partnership, it may file a formal grievance
- Feedback can be submitted to Three Square via written or oral communication
  - Feedback will be given to the appropriate staff member for evaluation and development of an action plan
  - Within five business days of the complaint, Three Square will initiate an investigation to determine the facts of the allegation and respond to the complainant
- If the action plan determined by Three Square is unsatisfactory to the agency partner, the agency can request a meeting with Three Square to discuss the issue further

## Ordering, Pickup and Delivery Procedures

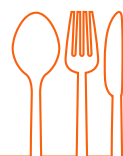
### Agency Express

Orders must be submitted at least 72 hours in advanced of requested delivery/pick-up.

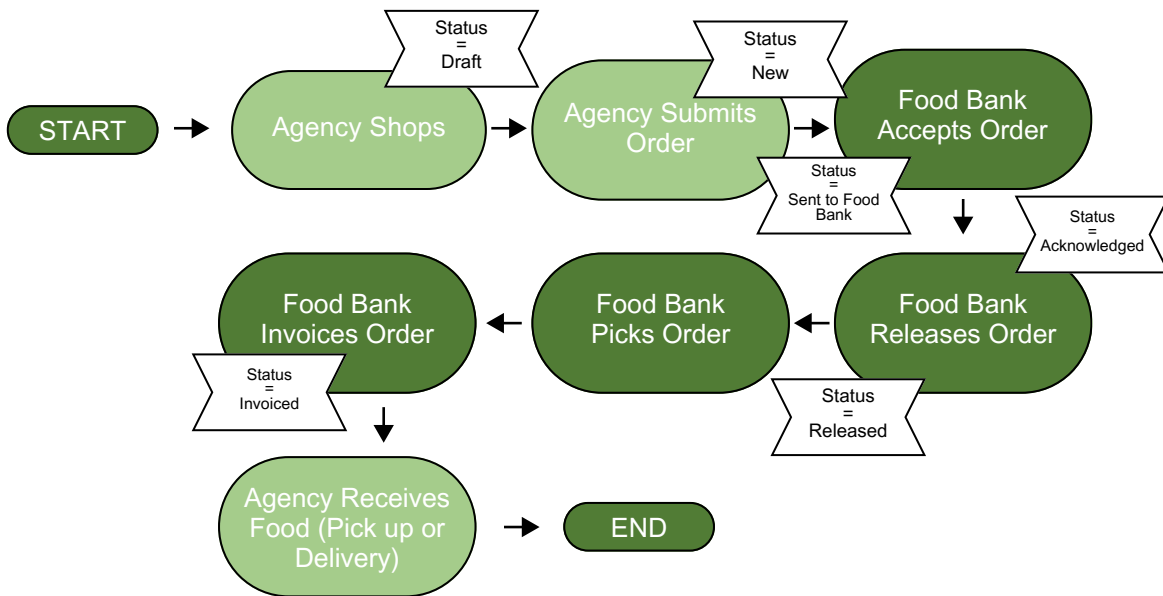
Currently, orders weighing under 1,000 lbs. must be picked up from Three Square.

Please view our Agency Express Manual for answers to FAQs and additional information: Coming soon

- AgencyExpress™ is a Web-based tool sponsored by Feeding America and Aidmatrix that will help you shop for and manage your Three Square orders online. You can use AgencyExpress™ to search for items, view item details, send orders to Three Square and review the status of your orders.
- Agency Express allows you to add additional variety to your allocated orders and/or to select items that your neighbors ask for based on our current inventory.
- Three Square will create your account for Agency Express account, once you have received your User ID, Password, and Program number, you can log in to the website and shop. You will now be what is called a Shopper. Type the following web address into your Internet browser to access the login page: <http://www.agencyexpress3.org/>.



## Agency Express™ Order Process - Simple

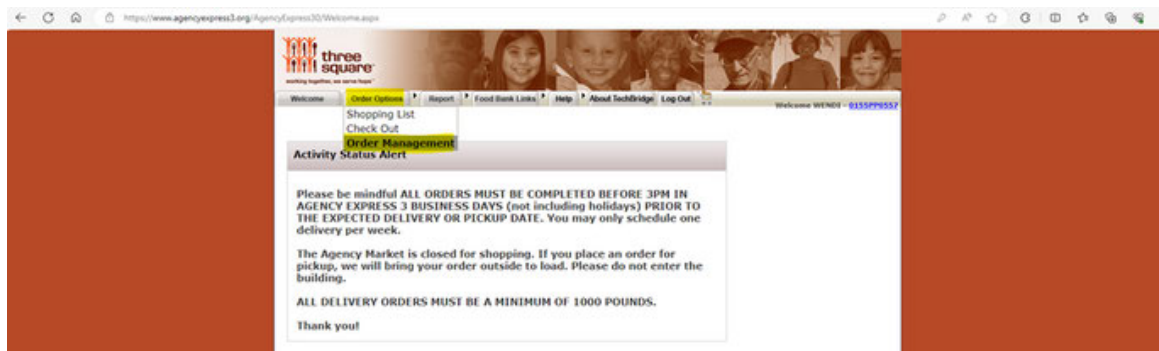


For more information, contact Three Square at 702-644-3663 or [agencyexpress@threesquare.org](mailto:agencyexpress@threesquare.org).

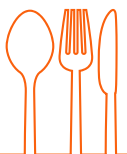
### Agency Express Continued...

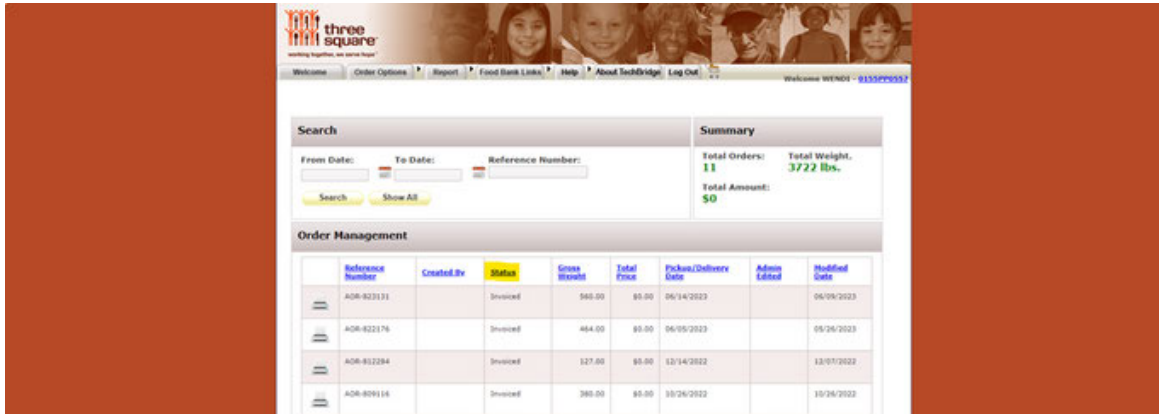
Do not forget to submit your cart! This is the most common reason your order does not get processed. If there is still a red card icon at the top of the page, then there are unsubmitted items in your cart. Make sure to click "Submit your Cart."

To check the status of your order, use the Order Management tab. The Order Management tab is located on the top of the page, by hovering your mouse over the drop-down menu called Order Options. When you click on Order Management, it will take you to a page that shows your agency express invoices.



This list includes a column called "Status." That will tell you what stage your order is in. After you submit the cart, the "status" column will read "Sent to Food Bank." This means Three Square's system is still receiving and reserving your requested items. Once the order has been fully accepted by Three Square, that column will say "Acknowledged."





If you would like to edit your order, go to Order Management by hovering over the drop-down menu and selecting “Order Options.” If the order is open for editing, click on the pencil next to the order; this will re-open your cart. Then, you can go to the Shopping List and add new items to your cart. After editing, make sure to submit your cart.

## Allocated Orders

Three Square’s Food Allocations Coordinators build orders using the following parameters:

- 90 day average of households served (how much food to send)
- Inventory (what is currently in the warehouse)
- Storage capacity (i.e. no cold storage, etc.)
- Agency food preferences (i.e. no pork, no dairy, etc.)
- Participating programs or grants (i.e. FHN, TEFAP, etc.)

Three Square provides a direct, free delivery service to our Agency partners who are allocated a minimum of 1000lbs. Once an order is built, a one-hour delivery window will be assigned. For standing deliveries, the delivery window will remain until changed by Three Square or the Agency Partner.

If the delivery driver is running late, the driver will notify the agency partner via call or text advising so. Late is any time outside your delivery window.

For the safety of the driver and your staff, agency partners are prohibited from:

- Assisting with operations of the liftgate
- Stepping in and out of the Three Square truck



## Account Holds

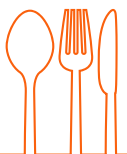
<b>Monthly Statistics Report Holds Table</b> An account hold means that no new product can be ordered until Monthly Statistics Reports are received.	
Monthly Dates	Holds Policy
1st - 5th of the month	No hold. Monthly Statistics submitted on time.
6th - 31st of the month	If received after the 5th, the account hold can be removed within the same month.

<b>Financial Holds Table</b> An account on financial hold means that no new order may be placed until the past due balance is paid.	
Monthly Dates	Holds Policy
31+ days from the date of the invoice	If the invoice has not been paid after 30 days, the Agency Partner will be considered past due and may be placed on financial hold.

<b>Compliance Report Holds Table</b> An account hold means that no new product can be ordered.	
Compliance Requirements	Holds Policy
Food Safety Card	Active card must remain on file at all times. If no card on file or if card on file expires, the account hold will remain until active card is received.
Site Visit	Active copy must remain on file at all times. If not on file or if copy on file expires, the account hold will remain until active copy is received.
Signed Contract (s) (i.e., Three Square, Food Rescue, TEFAP, etc.)	Active copy must remain on file at all times. If not on file or if copy on file expires, the account hold will remain until active copy is received.
501c3	Active copy must remain on file at all times. If not on file or if copy on file revokes, the account hold will remain until active copy is received.





## Acronyms

**FB** Food Bank

**FIN** Federal Identification Number

**EIN** Employer Identification Number

**FDA** Food and Drug Administration

**USDA** U.S. Department of Agriculture

**NDA** Nevada Department of Agriculture

**NSLP** National School Lunch Program

**SBP** National School Breakfast Program

**SFSP** Summer Food Service Program

**CSFP** Commodity Supplemental Food Program

**TEFAP** The Emergency Food Assistance Program

**CFAP** Coronavirus Food Assistance Program

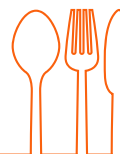
**SNAP** Supplemental Nutrition Assistance Program

**FDPIR** Food Distribution Program on Indian Reservations

**WIC** Supplemental Nutrition Program for Women, Infants and Children

**TANF** Temporary Assistance to Needy Families

**FNS** Food and Nutrition Service of USDA







## Glossary

**Food Insecurity** – Limited or uncertain access to adequate food

**Hunger** – An individual-level physiological condition that results from food insecurity

**Poverty** – Not having enough income for a person's basic needs, including food

**Food Bank** – Nonprofit that solicits, receives, inventories, stores, and distributes donated food and grocery products to agencies that directly serve clients in need

**Service Area** – Designated geographic area for each food bank to serve

**Agency Partner** – Nonprofit that receives food from Three Square

**Food Pantry** – A program that distributes groceries

**Mobile Pantry** – Refers to a pantry when a truck brings food directly to a location that is away from the organization's physical location; i.e. Kids Cafe – a program providing free meals and snacks to low-income children

**Soup Kitchen** – Provides prepared meals on-site

**Product** – Food and non-food donations

**Charitable Food Assistance** – A collective group of organizations fighting hunger: food banks, food pantries, food rescue organizations, soup kitchens

**ServSafe** – Training program to help participants understand food contaminants, safe food handling procedures, and potential food poisoning situations

**170e3** – Internal Revenue Code section that explains the tax deduction available to corporations for donations out of inventory

**501c3** – Internal Revenue Code section that defines a private not-for-profit corporation with charitable intent

**Neighbor(s)** – Refers to clients of the agency partner

**Distribution Site** – A location where food is distributed

**Household Food Pantries** – Must report the number of HOUSEHOLDS. A household can be identified as one person or many persons who consider themselves a family; if two different families live in the same home and they do not eat meals together, they would be considered two separate households

**Compliance** – Mandatory operating procedures and practices

**Recalls** – A recall is an action taken by a manufacturer or distributor to remove a food product from the market because it may cause a health problem





## Agency Partner Documents

### Temperature Logs

Refrigerator: 30 ° to 40 ° F Freezer: 0 to -10 ° F  
Dry Storage: 50 ° to 70 ° F (<85 Recommended)

Date	Appliance	Temperature

Date	Appliance	Temperature

# Agency Partner Change Form



Please use this form to fill in applicable changes to your agency's information so we can ensure we have the correct information for our records and also to provide to the public. Any changes to your distribution should be communicated to Three Square, including changes in types of or additional distributions including service hours, location, shoppers, contracts or site coordinators, and phone numbers, within 5 business days of any change. An Agency Services Coordinator will follow up with you to confirm any changes. Please reach out to your Agency Services Coordinator, should you have any additional questions.

AGENCY NAME  AGENCY NUMBER

AGENCY TYPE  Pantry  Meals

NEW CONTACT  
 Name  Phone Number  Email Address

NEW DELIVERY ADDRESS  
 Street Address  City   
 State/Province  Postal / Zip Code

NEW DAY(S) OF OPERATION(S)  
 Walk in  Drive thru  Is this a one-time change or a permanent change (check the one that applies): One-time  Permanent

Mon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Tue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Wed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Thu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Fri	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Sat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Sun	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Example:  
 Mon  Walk-in from 9:00 am to 12:30 pm and drive-thru from 2:00 - 4:00 pm

ADD AGENCY EXPRESS SHOPPER(S)

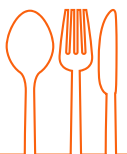
REMOVE AGENCY EXPRESS SHOPPER(S)

ADDITIONAL INFORMATION

Sometimes, unexpected situations can affect our delivery schedule, causing delays, cancellations, or changes. If there's a sudden change in your delivery time, who is the best contact at your agency, and how should we reach them?

CONTACT NAME  FOOD PANTRY ROLE   
 EMAIL  PHONE NUMBER

PERSON FILLING OUT FORM   
 DATE  PHONE NUMBER



Hand Washing Sign

# HOW TO WASH YOUR HANDS

1



## WET YOUR HANDS AND ARMS

Use running water as hot as you can comfortably stand

2



## APPLY SOAP

Apply enough to build up a good lather

3



## SCRUB YOUR HANDS AND ARMS VIGOROUSLY FOR 10 TO 15 SECONDS

Clean under fingernails and between fingers

4



## RINSE YOUR HANDS AND ARMS THOROUGHLY

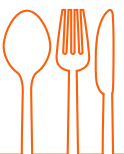
Use running water

5



## DRY YOUR HANDS AND ARMS

Use a single-use paper towel or hand dryer



# Agency Invoices

How to read your invoices.



INVOICE

Invoice Number: AOR-825642-1  
 Invoice Date: 7/11/2023  
 Page: 1

Bill To: Agency Name  
 Agency Address

Ship To: Agency Name  
 Agency Point of Contact  
 Agency Address  
 Agency Phone Number

Ship Via: Deliver Standard Agency Orders  
 Ship Date: 7/11/2023  
 Appt. Time: 7:00:00 AM  
 Due Date: 8/10/2023  
 Terms: Net 30 Days  
 Delivery Info: - AGECNY REQUEST to call upon arrival.

Parent Agency ID: A0043  
 Agency ID: P0043  
 Your Reference No.: PO4025712  
 Order Date: 7/5/2023  
 Resp. Person: Agency Services Coordinator

Item No.	Description	Unit	Gross Weight	Qty.	Unit Fee	VAP Fee	Cubic Feet	Total Fee
1318480	El Paso Fiesta Twists (10	Case	45	15			17	
1318480	El Paso Fiesta Twists (10	Case	15	5			6	
1318572	Fiber One Soft Cookie (1	Case	50	10			5	
1318513	Keto Puffs ( 10 case limit)	Case	20	10			7	
1318575	Lucky Charms Cereal Bar	Case	40	10			2	
1318530	Freezer Pops 80/1 oz.	Case	56	10			3	
1317789	Keto Cereal (10 case limit	Case	20	10			3	
1318553	Purchase, Mixed Vegetab	Case	270	10			6	
1318335	Milk SS (5 case limit) 1 %	Case	80	5			2	
1318573	Old El Paso Red Enchilad	Case	170	10			5	
1316320	Cereal Bars (10 case limit	Case	100	10			8	
1318505	Sweet & Salty Bugles (10	Case	20	10			4	
1318579	Dunkaroos Cookie Snack	Case	30	10			3	
1318574	Fruit Peel (10 case limit)	Case	25	10			3	
1318576	Motts Fruit Snack (10 cas	Case	55	10			4	
1318578	Old El Paso Taco Kit (10	Case	70	10			7	
1318568	Pinto Beans (5 CS Limit) (	Case	80	5			2	

Total GW: 1,126

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

Pick-ups: Your signature verifies that the order is accurate and that you have received all items listed above.  
 Deliveries: Your signature indicates that you have received the delivery.  
 For discrepancies, please notify Three Square immediately.

Subtotal:	0.00
Grant Credit:	0.00
Total \$:	0.00

Grant Summary

**1. Invoice Number | Invoice Date** - This area indicates your order number and the date the order is to be picked up by you or delivered to you. Please refer to the agency invoice number in any communication to Three Square staff.

**2. Bill To** - This area indicates your billing information. This may differ from your ship to section if your billing falls under a different department than your distribution.

**3. Ship To** - This area indicates where the order is being delivered to, and who the contact is should there be an issue with the delivery.

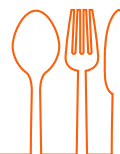
**4. Shipping Information** - This area indicates if the order is a delivery or a pick-up, the date of the delivery or the pick-up, the start of your delivery window, your billing cycle\*, and if you have included any delivery or pick-up notes.

**5. Agency Information** - This area indicates your agency information, and your agency services coordinators name should you have issues once your order has arrived.

- 6. Inventory Information**- This section indicates what items you should have received upon delivery or pick-up.
- The column labeled "description" tells you what the product is.
  - The column labeled "unit" indicates how the product is packed and how you will receive it.
    - You may see it as case meaning that item will be in cases. (Please note we do not typically break cases into individual units.)
    - You may also see this unit as LB. this means the product will be sent by weight.
  - The column labeled "gross weight" tells you the weight.
  - The column labeled "Qty." tells you how many units you will be receiving.
    - For example: If the unit is case and the quantity is 2, you will be receiving 2 cases of that item.
  - The column labeled "unit fee" tells you the cost associated to each unit of an item.
    - For example, if the unit fee says \$1.20, this means each unit you receive has a cost of \$1.20 each.
  - The column labeled "Total fee" tells you the total based on the total number of units received.
    - For example: If you were receiving 2 cases of an item, and each unit costs \$1.20, your total for the 2 cases would be \$2.40.

**7. Fees** - This section calculates the total fees for each item to give you the total cost of your order.

\* Your billing cycle is on a 30-day rotation (unless otherwise specified).





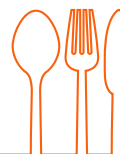
## Monthly Reporting Guidelines (non-Oasis)

- Statistics are due by the 1st of each month
- Neighbor data is broken down by the following criteria:
  - Name
  - Phone Number (used for recall purposes, but not required for your monthly reports)
  - Address
  - Number of Children (0-17) in the household
  - Number of Adults (18-59) in the household
  - Number of Seniors (60+) in the household
  - Gender (not yet required, unless specified for a grant)
  - Ethnicity (not yet required, unless specified for a grant)
  - Race (not yet required, unless specified for a grant)

If you have any questions regarding reporting, please reach out to us at [agencyervices@threesquare.org](mailto:agencyervices@threesquare.org).

How to Enter Monthly Reporting (if not in Oasis Insight):

1. Access the google form link: [2023-2024 Pantry Monthly Statistics \(google.com\)](#)
2. From the drop-down, select the name of your agency
3. From the second drop-down, select the month you are submitting statistics for





## Mission

To provide wholesome food to hungry people, while passionately pursuing a hunger-free community.

## Frequently Asked Questions

**Q: Am I required to collect data regarding a client's ethnicity and race?**

A: Currently, you are not. However, in the near future, Three Square will be required to collect this information for an assessment due to Feeding America in 2025. This information is often requested for grants because many donors ask for particular groups to be the recipient of foods purchased with their donations.

**Q: What is the difference between race and ethnicity?**

A: Race refers to the outward physical characteristic of an individual (i.e. Caucasian, Black, Asian, etc.). Ethnicity refers to the culture of an individual (i.e. Irish, Nigerian, Korean, etc.).

**Q: Could I use paper forms instead of iPads?**

A: Three Square does not mandate our agency partners to use electronic forms of data collection. However, we do highly suggest Oasis.

**Q: How do I know if my reporting was received and/or correct?**

A: Agency Services Coordinators will reach out to you if an error is identified in your submission. For those that manually submit reporting, confirmation of receipt will be sent within 5 business days of receipt.

**Q: Can church members, volunteers, or staff receive food?**

A: Yes. Church members, volunteers, and staff of the Agency Partner that qualify to receive food may be served. They must adhere to the same guidelines set for all neighbors.

**Q: Can we give out emergency food when people come to the pantry outside of distribution hours?**

A: Yes, when available you can give people emergency food as long as you are recording the same data points as you would if they came during distribution hours.

**Q: Does the food handler card have to be issued by ServSafe?**

A: No. Three Square will accept either a Health Card issued by the Southern Nevada Healthy District (SNHD) or a ServSafe Food Handler Certificate. Three Square will cover the cost of one ServSafe Food Handler Certificate per year for each agency partner. Three Square will only provide one additional certificate for Retail Rescue Agency Partners.

**Q: Does Three Square provide equipment?**

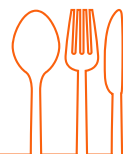
A: Yes, if available. Currently, The Emergency Food Assistant Program (TEFAP) is the only available resource that supplies equipment. In the future, other grants may become available to purchase equipment.

**Q: Is it possible to get a commitment from the truck driver to arrive at our agency at a specific time?**

A: Three Square is actively working to improve communication and can commit to communicating late deliveries. Agency Partners can expect to receive a text or call from the driver indicating so. For standing orders that Three Square builds for you, the delivery window is 1 hr. Any time outside of the 1 hr. timeframe is considered late. For Agency Express orders, the delivery window is subject to availability. This can be as early as 1 hr. before or after the selected time.

**Q: Is it possible to be notified of changes in drivers or delivery timeframes?**

A: Three Square attempts to maintain consistency in delivery routes but cannot guarantee the driver or timeframe will always be the same.





**Q: Is it possible to receive any communication about Retail Rescue delivery timeframes?**

A: Two-hour delivery windows are put in place, but the timeframes of each delivery depend on a number of factors that aren't 100% in our control. If running late, Retail Rescue Partners can expect to receive a text or call from the driver indicating so.

**Q: Can Three Square send reminders regarding holiday hours/closures?**

A: Yes. Three Square also posts our holiday calendar on our website.

**Q: Do we need to purchase from Agency Express every six months?**

A: No. It can be any food pickup or delivery from Three Square.

**Q: Agency Express lacks variety. Is there a plan in place to provide us with more variety in the future?**

A: Yes, you will see more items on Agency Express. We will include items from all of the categories we have for allocated food, except for TEFAP and produce. For context: donations are historically low for Three Square right now, and donated products make up a good portion of Agency Express's inventory.

**Q: It is difficult to reach the 1,000 lbs. minimum for Agency Express delivery. What can I do?**

A: Three Square is actively discussing ways to solve this. In the interim, please contact your Agency Services Coordinator, who can assist with adding items that aren't listed on Agency Express to your order.

**Q: Will we get more of the 20-30 lbs. food boxes on Agency Express?**

A: The majority of the food on Agency Express is donated products, so we cannot guarantee the consistent availability of any one item. Furthermore, client choice is our preferred distribution model; pre-assembled boxes limit our neighbors' choices in the food that they receive.

**Q: Are there costs associated with items on Agency Express?**

A: We will always offer food items at no charge; however, we also provide food for purchase.

**Q: What is the protocol for agencies receiving bad/rotten/expired food?**

A: Three Square inspects our inventory as it arrives and while it is in our warehouse. If questions arise about product quality, do not distribute them to neighbors. Please discard the product and send a photo to your Agency Services Coordinator so we can notify the appropriate parties.

**Q: We have to throw away food often or find somewhere to put it because we receive too much. How can we be proactive to ensure food does not go to waste?**

A: We try to ensure we are not sending too much food while also providing enough to adequately feed our neighbors. The amount you receive is based on a 3-month average of households you report to us. To prevent receiving an excess of food, please make sure that your monthly reporting is as accurate as possible.

**Q: What can agencies do if they can't dispose of waste because the amount is too big?**

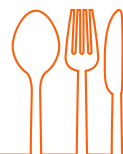
A: Currently, Three Square does not have a system in place to pick up trash. Please contact your Agency Services Coordinator to discuss alternative solutions.

**Q: When is monthly reporting due?**

A: Monthly reporting is due on the first day of every month. However, you have a grace period of four days. Only reporting received after the fifth of the month will be considered late and result in an account hold.

**Q: Our current intake form for monthly reports only records neighbors' name and age breakdown. How do I gather the new information required by the new agreement?**

A: The Google Sheet will be updated to include these fields. You may also need to update your physical intake form to incorporate these new requirements.







**Q: What is the MealConnect app?**

A: MealConnect is a cloud-based app for intake and reporting solution designed for food banks, which enables users to track direct retail rescue food donations and generate reports.

Note: Only agencies that pick up retail rescue directly from the vendor use this tool.

**Q: Why are we required to report race and ethnicity, sexual orientation, etc.?**

A: It is quite common for a donor/grantor to request or require the funds be used to purchase food for a specific demographic. As good stewards of all donations, we must gather this information to honor that which is requested.

**Q: Three Square is supposed to notify us when there is a food recall, but I have never received a notification despite reading about recalls elsewhere. Why?**

A: Three Square sends email notifications regarding food recalls on distributed foods to the listed point of contact on the agency partner's account. If you are unsure who is your agency's designated point of contact, please contact your Agency Services Coordinator.

**Q: What do we do if there is a food recall?**

A: When Three Square informs you of a food recall or advisory that affects the product we have distributed, immediately suspend distribution, dispose of any recalled products and communicate with your neighbors.

**Q: What is Three Square's policy on expiration dates for canned food and frozen meat?**

A: Three Square can accept frozen meat up to six months as long as it was frozen prior to the best by or consumption date. Canned food can be accepted one year past the expiration date.

**Q: What are the guidelines regarding sub-distribution, redistribution, and using Three Square food for agency events?**

A: In order for us to serve Southern Nevada, we must abide by Feeding America's standards. Therefore, we have made changes to how we hold agency partners accountable per Feeding America's requirements:

- Sub-distribution: many people who have the heart to volunteer are also food insecure, but you cannot give neighbors or volunteers preferential treatment. For example, you cannot set "good" food aside for your team or certain neighbors and give out what you consider "bad" or "undesirable" food to others. Distribution must be equitable and accessibility, so the food must be the same for everyone, including volunteers.
- Redistribution: this means giving food to anybody other than the people you have agreed to serve – i.e., another location, another organization, other people, etc. When this happens, Three Square loses access to the data surrounding that food and where it has gone. Because of this, Three Square cannot accurately report back to our donors, Feeding America, Nevada Department of Agriculture, etc. about who is receiving our food. Additionally, anyone receiving redistribution from an agency partner would technically have to abide by the same Agency Partner Agreement and be held to the same standards.
- Using Three Square food for agency events: we offer supplemental assistance for food distributions. While we are happy to support agencies that provide wraparound services, because we're a nonprofit tied to a national organization, we cannot be affiliated with providing food for a fundraiser or anything else where an agency is collecting money for themselves.

**Q: Under the Code of Conduct section, if you have to turn someone away for being verbally or physically abusive to you or your staff, do we need to report the incident to Three Square?**

A: Generally, no. Regular altercations and issues are to be expected. We are looking for distributions to be equitable and dignified. If any issues of inequity take place, please notify Three Square.

