



Capital Area Food Bank Partner Agency Service Plan Outline

This plan should explain: why the program you are applying for is important, how it will operate, when it will operate, etc. Your service plan helps us better understand your operation and its needs, as well as your clients' needs. We will use this information to better serve you. We will also use this information to assist you in becoming a sustainable service site, by providing best practices information and technical support based on your plan. This may also help you make decisions on issues you may not have considered yet.

CAFB Partner Agency Service Plan Outline:

I. Site location and contact information for site.

II. Program Information. Who will you serve and how; what model with what, if any, restrictions; how many families does your program anticipate serving; what type of area is this. *In order to help meet the needs of the people you serve, we suggest that you allow people to receive food at least two times per month and provide other community referrals.*

III. Days and hours of operation. Please take into consideration days and hours of operation of other food programs in your area and avoid duplication. For pantries, we require that you be open for distribution a minimum of twice-a-month for a minimum of 2 hours (evening and/or weekend hours are helpful for those people who work).

IV. Financial information and plans to sustain your food program. Where does your money and resources come from and how is it used; what are your expenses; who does the accounting and reporting, and to whom; who do you/ will you collaborate with and for what purpose; how will you sustain the food storage area (i.e. contributions, food drives, partnering with other organizations, grants etc.)

V. Safe Food storage area description. Explain how your food will be stored and sorted and in what type of structures.

VI. Food distribution process. What model will you use; how will clients actually get the food (will they fill out a form, pick from shelves with or without any limits, be given a pre-selected assortment, etc.) and what record keeping will be involved.

VII. Site staff and volunteer positions

VIII. Staff and volunteer roles and responsibilities

IX. Operations timeline. Who will do what on a daily, weekly, and/or monthly basis etc.

If you need assistance, please call any of the following Agency Relations staff:

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