



Site Coordinator Manual



East Texas Food Bank
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Welcome



Mission of the Backpack Program

The mission of the Backpack Program is to alleviate child hunger by providing hungry children with nutritious and easy-to-prepare food at times when food resources are not available, such as weekends and school vacations.

Why do we have Backpack Programs in East Texas?

Many children in East Texas depend on free or reduced lunch programs for daily meals during the school year. Some children who participate in the lunch program only receive nutritious meals at school. The weekend offers challenges for them because food may be scarce in their homes. The Backpack Programs can be offered to help alleviate this problem.

Karen Lozano, a Tyler mother who has two children participating in the Backpack Program, said, "Last week it was do we buy groceries or pay the water bill? This week, it is groceries or the gas bill. With the backpacks, I know that at least there's something for the kids to eat."

These backpacks are a welcome source of nutrition to parents who are often forced to choose between paying bills and buying groceries.

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Tab 1

General Program

Information



Contact Information

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Statement of Need **and Program Background**

Many children in East Texas are served through free or reduced lunch programs. The school meal program is not sufficient to prevent hunger in the neediest children. Hunger has lasting, damaging effects on children's health, and research has shown that even mild malnutrition can impair physical growth and brain development. Additionally, there is a positive correlation between adequate nutrition and children's behavior and ability to learn in school. Simply put, a hungry child does not come to school ready and able to concentrate and learn. Feedback from our partner sites has indicated that providing supplemental weekend food can curb absenteeism, improve grades, and reduce behavioral issues among participating children.

The Food Bank's BackPack Program was designed to provide support for many of these children. The program provides nutritious food to economically disadvantaged schoolchildren so they have something to eat over the weekends, when school meal programs do not operate. Each Friday during the school year, participating children receive a backpack filled with easy-to-prepare items, such as soup, peanut butter, granola bars, fruit juice and shelf-stable milk. Children then return the empty backpack the next week to be refilled.

Nationally, the program concept was developed in Little Rock, Arkansas, in 1995, after a school nurse asked for help. She had noticed children arriving in her office on Monday mornings complaining of hunger-related ailments such as stomachaches and dizziness. The nurse sought help from the local food bank who began providing the school children with groceries in non-descript backpacks to carry home. The BackPack Program became an official program of Feeding America, the national network of food banks, in 2006. Since that time it has grown and is now operating in 39 states.

Locally, East Texas Food Bank launched its program in 2005 in response to concerns that local children were coming to school hungry on Monday mornings, having had little to eat over the weekend. The BackPack Program operates at schools and after-school programs where there is a demonstrated need.

Statement of Need **and Program Background**

The East Texas Food Bank has developed a program model in which the Food Bank provides administrative oversight, secures the majority of the food, and purchases the backpacks. Staff members or faculty at the partner sites identify children who will participate in the program, based on assessment of need, and store and distribute the backpacks. Many of the individual sites have sponsoring organizations underwrite the cost of the food and help fill and distribute the backpacks. Any additional funds that the Food Bank raises for the BackPack Program, from grants or individual donations, are allocated to the sites with most financial need, to pay for food and any replacement or additional backpacks needed over the course of the year.



Program Overview

The BackPack Program provides nutritional meals and snacks to youth whose primary source of food is the school cafeteria. By providing a backpack with food items to help sustain them until returning to school for a meal, their nutritional, and over all well-being needs are met. The success seen by participants in this program is astonishing! Documentation and feedback from administrative staff, faculty, parents, and children shows distinct improvements in behavior, academics, social interaction, and a lengthened attention span. Not only is the program worthwhile to children in need of assistance, but some school districts have budgeted for the program as a result of these improvements. With this program we hope to reach children throughout the community and establish an effective outreach program to enrich the lives of children in need.

The identities of the students who participate in the BackPack Program are kept confidential; adhering to this policy ensures that no student can be identified for any reason. Although we ask for the site to send information about the number of distributed backpacks, we never ask for the identity of a child.

The backpacks used in the program are similar to the everyday backpacks used at school and no symbols are used to signify participants. Backpacks are distributed once a week (usually on Friday afternoon unless there is an observed holiday) and sent home with participating students. It is the child's responsibility to return the backpack. If a child forgets his/her backpack, an alternative "pack" is used.

The most effective means of distributing the backpacks is up to the discretion of the distribution site. It is recommended that you try and work around any existing policies or procedures that the school may have in place so as to avoid conflict. Distribution of the packs should be easy and time effective.

By piloting a BackPack Program, partner sites gain community support to reach more underserved youth as well as promote community awareness of the rising poverty levels in East Texas. Through partnering with the East Texas Food Bank, your local member agencies, and community businesses/supporters, you impact lives of children and provide the nutrition they need to learn, grow, play, and live healthier lives.

Child Hunger Facts

Research shows that hungry children have poorer mental health and overall health, miss more days of school, suffers greater rates of behavioral disorders, and are less prepared to learn when they are in school. The following information can be found at on the Child Hunger Fact Sheet located at <http://www.feedingamerica.org/hunger-in-america/child-hunger-facts.html>

FACTS

- According to the Feeding America, an estimated 13.1 million of children lived in food insecure (low food security and very low food security) households in 2015.
- Child food insecurity in Texas is 23.5%, the sixth highest in the United States.
- In 2015, 14.5 million or approximately 20% of children in the United States lived in poverty.
- While almost all (94%) of households served with school-aged children (ages 5 – 18) report participating in the National School Lunch Program, only 46% report participating in the School Breakfast Program.
- In fiscal year 2014, more than 20 million or 44% of all SNAP participants were children under the age 18.
- Food insecurity among young children is associated with poorer physical quality of life, which may prevent them from fully engaging in daily activities such as school and social interactions with peers.
- Children who experience food insecurity may be at higher risk for behavioral issues and social difficulties. Food-insecure children may be at a greater risk of truancy and school tardiness.
- When they are in school, children who are food insecure may experience increases in an array of behavior problems including: fighting, hyperactivities, aggression, anxiety, mood swings and bullying.

Program Documentation **and Compliance**

Program Documentation

It is imperative that the participating site provide the necessary documentation required from the East Texas Food Bank. These records will be used for distribution, food inventory, and reporting.

The following forms must be maintained. The monthly report form must be submitted to the East Texas Food Bank Program Specialist by the 1st of each month for the previous month. For example, the monthly report for January is due by February 1st.

- Weekly Distribution Record Form (See Tab 6)
- Monthly Report Form (See Tab 7)

Note: The information for the monthly report may be obtained from the Weekly Distribution Record Form.

Note: **Reports must be submitted by using the online form.** This is available at EastTexasFoodBank.org/Reports. Select the “BackPack Monthly Report” from the dropdown menu.

Noncompliance Procedure

The site coordinator and the program specialist must work together to identify, discuss, and solve problems. If a problem is observed, contact the Food Bank immediately. Use the following procedures to resolve an issue:

- Identify the noncompliance issue
- Contact the Food Bank Program Specialist
- Evaluate the issue together
- Devise a detailed intervention plan including a time frame for completion
- Conduct a follow-up visit to observe if the noncompliance issue is now in compliance by a designated date

Continuation of the noncompliance issue will be documented and brought before a committee of Food Bank staff. We request that the site coordinator be present to discuss what further action will be taken (e.g., probation of agency, program closure, etc.), depending on the severity of the issue.



BackPack Program Partner Agreement

The terms of the following Agreement have been agreed upon and understood by the East Texas Food Bank (Feeding America affiliate) and _____ (Program Partner or "Licensee"). By signing this agreement, both parties acknowledge their respective duties and responsibilities related to the administration of the BackPack Program. The BackPack Program meets the needs of hungry children by providing them with nutritious and easy-to-prepare food to take home on weekends and school vacations when other resources are not available.

The BackPack Program Partner agrees to:

1. The safe and proper handling of the Product, which conforms to all local, state and Federal regulations;
2. Willingness to abide by the policies, procedures, and record keeping requirements of the Member;
3. Staff or volunteers of the program will not engage in discrimination, in the provision of service, against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran; and
4. The partnering organization will allow the Member to monitor the food distribution operations site regularly.
5. Distribute healthy, nutritious food to children free of charge.
6. Provide backpacks a minimum of once a month during the school year.
7. Have staff and volunteers with repetitive contact with children pass a National Background Search.
8. Ensure that the site complies with all applicable federal and local statutes, ordinances and regulations.
9. Inform the Feeding America Participant in writing of any changes in the BackPack Program personnel, days & hours of operation, and/or number of children served.
10. Provide necessary information about the school/site.
11. Identify children that meet the eligibility guidelines for your school/site.
12. Use school records to identify food allergies the child may have (peanuts, milk, etc.) and flag their name so that those items will not be distributed to them.

13. Receive deliveries and/or pickups on the designated day.
14. Store the food that is delivered to the school/site at least 6 inches off the floor and in a secure place.
15. Distribute the backpacks/carriers to the program participants in accordance with the predetermined schedule.
16. Keep accurate records and submit reports to the Feeding America Participant to assist in program evaluation.
17. Communicate problems and requests to the Feeding America Participant in a timely manner.

The Feeding America Participant agrees to:

1. Appoint a primary contact for the Backpack Program providing oversight and leadership in program research, design and development, and collaborative guidance in program implementation.
2. Ensure that program partner meets national and local Backpack Program objectives through biennial monitoring inspections and periodic site visits during designated hours of operation. Any issues needing to be addressed will be communicated in writing to the program partner within seven business days.
3. Identify and procure staple food items and/or supplies necessary for the operation of the Backpack Program.
4. Provide or coordinate training opportunities for Backpack Program staff and volunteers as appropriate such as program administration, safe food handling and nutrition education.
5. Schedule Backpack Program meetings to facilitate communication and information sharing between program partners.

This Agreement may be terminated at will by either party with written notice delivered to either party not less than 30 days prior to the desired date.

Upon termination of this agreement, the Program Partner will return any equipment and/or materials provided by the Feeding America Participant for the Backpack Program to the FA Participant within 30 days of termination date.

Program Partner Executive Director/Principal Signature

Date

East Texas Food Bank Representative Signature

Date



Tab 2

Coordinating the Program



Site Coordinator Responsibilities **and Tasks**

Attend the Site Coordinator Training session provided by the East Texas Food Bank.

Comply with guidelines and requirements established by Feeding America and East Texas Food Bank.

Develop a site distribution plan:

- Who will pick up and/or receive delivery of food orders?
- Where will food be stored?
- When will backpacks be filled?
- Who will distribute backpacks? (Have alternate in case of unforeseen absence.)
- How, where, and when will students receive backpacks?
- Where will students return backpacks?
- Who will be responsible for completing the weekly distribution form?

Train faculty/staff

- How do you recognize students with chronic hunger?
- How do you refer a student for the Backpack Program?
- How do you complete the referral form?
- Place blank referral forms in a convenient location for faculty/staff.

Receive referrals and enroll students in the program:

- Screen referrals and determine whether or not to enroll a student into the Backpack Program.
- Consider referrals for siblings of those enrolled in the program.
- File all referral forms in your site coordinator's notebook. (See Tab 3)

Send home notification letters/parent permission forms to parents of referred students:

- Tell them about the program.
- Tell them when to expect the backpacks.
- *Parent permission is not required but parent permission letters have been included if you would like to require this at your site. (See Tab 2)

Ensure that participants' identities are kept confidential.

Site Coordinator Responsibilities **and Tasks (cont.)**

Meet with referred students to explain the program.

Place online orders for food and backpacks.

(See Tab 4 for ordering instructions)

Pick-up or receive delivery of orders from the Food Bank.

Upon pick-up/delivery of order, confirm invoice/order is correct.

File all invoices in the site coordinator's notebook. (See Tab 5)

Place food in storage area. (See Tab 2 for Food Safety Guidelines)

Maintain accurate records of students served and number of backpacks distributed weekly. Submit this information to the Food Bank in a timely manner.

Monthly reports must be sent to the program coordinator by the 1st of each month. (See Tab 7 for Monthly Report.)

Keep forms for three years after the end of the program year.

Program Operations

Training staff/faculty members:

The site coordinator should:

- Present the Backpack Program to faculty/staff members.

- Explain chronic hunger and food insecurity signs/symptoms and the referral process.

- Provide faculty/staff members with Student Referral forms. (See Tab 3)

- Place blank referral forms in a convenient location for faculty/staff.

Referring students for the program:

This program is designed for students who are chronically hungry and/or food insecure and who are not getting sufficient food outside of school on a regular basis. Guidelines for identifying children with chronic hunger are provided (See Tab 3, Identifying Chronic Hunger). Students are enrolled in the Backpack Program through referrals (See Tab 3, Student Referral Form). Any faculty or staff member can refer a student for the program.

Enrolling students in the program:

The site coordinator should screen referrals and determine whether or not to enroll a student into the Backpack Program. Once a student is enrolled in the program, a backpack should be prepared. Referrals for siblings enrolled in the school should also be considered for enrollment in the program. File all referral forms in your coordinator's notebook behind Tab 3.

Optional: Notify parents if their child has been accepted into the program. (See Tab 3 for sample letter)

Ordering Food:

The site coordinator should order food each week. The deadline for ordering is by 10:00am, one (1) week prior to food delivery/pick-up.

Pick-Up or Delivery:

Each site must determine how to pick-up food from the Food Bank.

Program Operations(cont.)

Pick up procedures must be followed while at the Food Bank:

All pickups must be conducted on your scheduled day and time. If you cannot make your pickup appointment, please call your East Texas Food Bank Backpack Representative.

If you are a returning program and have picked up in the past, please drive through the gate and back up to your designated dock space. Enter the warehouse via the ramp, and let the Agency Fulfilment Representative know that you have arrived.

If you are new to the program OR this is the first time for your volunteer to pick up, please park in the staff parking lot and enter the administrative entrance by the flag poles. Once inside, please ask for the Child Hunger department and they will have a staff member walk you through the pickup process.

Distribution Process:

Each participant should receive a backpack full of food every Friday of the school year. The student should also receive extra food over long weekends and school holidays. The school or site should decide where, when, and how the backpacks should be distributed. If there is a holiday or early dismissal, each site should have an alternate schedule for distribution to ensure that the children receive their backpacks.

The site coordinator is responsible for recording information on the weekly distribution report. (See Tab 6 for the Weekly Distribution Report Form)

Returning Backpacks:

If utilizing your own backpacks for distribution, the school or site should decide where, when, and how the backpacks will be returned. Develop a process for dealing with students who do not return backpacks.

Program Operations(cont.)

Suggestions:

- Provide a receptacle or large box in a prearranged location such as the cafeteria or gym. Students drop off their backpacks on the Monday after a weekend or on the day following a holiday into the receptacles.
- The site coordinator or designated volunteer receives the backpacks and stores them for the following week's distribution. If backpacks are not returned, an alternative pack may be provided such as a plastic bag. A note asking parents to return the backpacks should also be included in the bag. (See Tab 3 for Reminder Form)

Weekly Reports:

Maintain a record of the number of students receiving backpacks each week. Complete the distribution form. (See Tab 6 for Weekly Distribution Report Form)

Submitting Monthly Reports:

A monthly report must be submitted by the 1st of each month to the East Texas Food Bank Program Coordinator. (See Tab 7 for Monthly Report Form)

The best way to submit reports is using the online form on the East Texas Food Bank website.

- Go to www.EastTexasFoodBank.org/Reports.
- Select "BackPack Monthly Report" from the dropdown list.
- Click "Go To Report"

OR

- Go To www.EastTexasFoodBank.org
- Click "Partner Agencies" at the top of the screen
- Click "ETFB Reports"
- Select "BackPack Monthly Report" from the dropdown list.
- Click "Go To Report".

Program Operations(cont.)

Monthly reports not received by the 1st of the month will cause an agency to be placed on inactive. Your site will not be able to order for 1 week. Please submit them on time to prevent any interruption in services.

Noncompliance with this requirement may result in an interruption in services.

Food Safety Guidelines

Keeping food fresh and wholesome requires attention to proper food safety rules at each stage of transportation, storage, and distribution.

When transporting food, avoid leaving the food in a hot vehicle for an extended amount of time.

Unload the food upon immediate return to the school. Place food in a safe, climate-controlled area.

Use caution when loading kits into vehicle.

Throwing the kits or stacking multiple kits on top of each other can result in damage products.

Store food in a secure room to prevent the entry of bugs and rodents in the food items.

Check the walls, ceiling, windows, and doors for gaps. Seal all gaps. Consider whether or not a strip should be placed on the bottom of the pantry door to seal out bugs and rodents.

Store food on non-porous sanitized surfaces or in a metal cabinet.

Do not store food on bare wood or rusty metal surfaces. Shelf liner should not be used. Painted wood seals a shelf and makes it easier to clean.

Store food properly.

Keep all food, whether in boxes, bags, or cans, off the floor. The distance from the bottom of the floor and the shelf should be at least 6 inches. Allow airspace (2-4-inches) between the back wall and the food product for good air circulation.

Check all food containers before shelving.

Discard bloated, dented, or rusty cans. Also, discard containers without labels, any containers that leak, and all out-of-date baby food.

Store non-food items separate from food.

Never store non-food items (e.g., cleaning products) with food items. Some common non-food items are hazardous.

Food Safety Guidelines (cont.)

First in, First out (FIFO)

Organize your food stock by using the “first acquired to be the first given out” system of distribution.

Note:

*The agency must have an adequate storage area for safekeeping of food and must demonstrate proper food handling procedures.

*Any change in the location of a storage site must be reported to the East Texas Food Bank.

Frequently Asked Questions

How do I tell children about the program?

Be honest but tactful with participants, especially young children. The manner in which you relay information greatly impacts their reaction to the program.

Suggested Idea:

Hold a special meeting or assembly for the participants in the program. Discuss the purpose of the Backpack Program, how it operates, and the requirements to participate. Be sure to stress the importance of eating healthy food. Only participants need to be aware of this meeting. It is important that the identities of participants be kept confidential. Remember to be creative and to work to build the self-esteem and confidence of the children! Sample: "food taste testers"

Who can help me if I am absent?

Talk with an administrator and ask him/her to assign someone who can be responsible when you are absent. Train this person as soon as the program begins.

Who can help me if I have a question or just need help?

Contact the coordinator of the Backpack Program through the East Texas Food Bank. Contact other site coordinators in your school district.

Who can help me if I need to make a change?

Inform an administrator on your campus of changes in the program. Consult the coordinator at the East Texas Food Bank if there is a major change in operations of the program to assure compliance.

What if children return their backpacks with food still in it?

Collect the items and salvage the food. Re-evaluate if the child is truly in need of the program if food is returned. The child may not like the particular food item or may not be in need.

What if a parent comes to us seeking or asking for more food to be included in the backpack?

This program focuses on children, not whole families or adults. If this situation arises, we will provide handouts containing all pertinent information of local area pantries and programs available in the community to serve larger numbers. Contact the East Texas Food Bank for more information or call 211.

Frequently Asked Questions (cont.)

How should I establish a calendar for distribution of food?

When working with schools plan, organize, and create a system using the school's established calendar. Schedule the following events:

- Pick-up dates - Wednesday
- Stuffing dates - Thursday
- Distribution dates - Friday



Are your students Hungry?

Do they...

- Rush food lines
- Have extreme hunger on Monday mornings
- Eat all the food served at meal times
- Ask for seconds
- Tell you they are hungry

Are they ...

- Extremely thin, puffy, or swollen
- Hyperactive, irritable, withdrawn, aggressive
- Having problems getting along with others
- Always sick or absent from school

If these signs occur on a regular and consistent basis,
Please contact

BackPack Program Site Coordinator

Identifying Chronic Hunger

How to identify a “chronically hungry” child:

The Backpack Program is for students who are at risk of hunger due to financial insecurity and thus are not receiving the nutrition they need outside of the food provided by the school district. Guidelines and identifying components are established to recognize these children. Below are the terminology and definitions commonly used.

Food Insecure:

If a child does not get enough food outside of school, they are considered “food insecure.” The U.S. Department of Agriculture defines food insecurity as households that are uncertain of having, or unable to acquire, enough food to meet the basic needs of their family. A child may not necessarily tell you that their nutritional needs are not being met, but by looking for a few key behaviors that food insecure children exhibit you may be able to identify them.

Examples:

- Rushing to the cafeteria line or showing up noticeably early for breakfast
- Consistently cleaning their plate and not carelessly throwing portions away
- Linger around for seconds or asking others for their leftovers
- Rushing to food lines
- Exhibiting extreme hunger on Monday morning
- Linger around food lines

How to respond to a child that says he/she is hungry:

A child who complains about being hungry may not necessarily be a child who automatically qualifies for the Backpack Program. Generally speaking, growing children have a considerable appetite and may say they are hungry throughout the day. However, in the case of a chronically hungry child there are certain questions to be asked to assess need.

Identifying Chronic Hunger (cont.)

In the morning, a child may say she/he is hungry:

- Ask him if he ate breakfast. If he is eligible or a participant of the free/reduced lunch program, then make sure he is taking advantage of it.
- If she says she skipped breakfast, find out why. Ask if she had enough food for breakfast or if it was just a case of waking late and not having time to eat.
- If he did eat breakfast, ask what he ate and if it was enough.
- You may also ask if she ate dinner the previous night and if she had enough food to fill her up.

Ask questions

By asking a few questions you should be able to assess whether this is a case of normal hunger, where your stomach growls in anticipation for food, or of food insecurity – the inability to afford enough food. A child who complains there is never enough food in the house or all he/she ate for dinner were potato chips is the child who is considered “chronically hungry.” Even if a child worries that there will not be enough food at home, this is a cause for concern. Food insecurity is the main reason for this program.

Other indicators of food insecurity:

Physical Appearance

Physical indicators of nutritional deficiencies include:

- Skin appears swollen or puffy due to possible protein deficiency
- Noticeable thinness due to insufficient calories
- Redness and/or cracking around the lips
- Dry and itchy eyes indicator of possible vitamin A deficiency

*A child's weight is not always an indicator of food insecurity. Some obesity is caused from poor nutrition in the diet of a child.

Identifying Chronic Hunger (cont.)

School Performance and Behavior

The following behaviors exhibited in students may be indicators of food insecurity:

- Excessive absences
- Child consistently displays a combination of any of the following behaviors: hyperactivity, aggressiveness, irritability, anxiety, distress, passive/aggressiveness
- Repetition of a grade
- Difficulty in forming friendships and/or getting along with others
- Child often exhibits the following symptoms: sore throat, common cold, stomachache, ear infection, or excessive fatigue
- Child appears to have a short attention span or general inability to concentrate

Home Environment

Sometimes a child may be very open about what is going on at home. For example, a child may say that his/her dad has lost his job and mom doesn't/can't work, or he/she may complain of a consistent lack of sufficient food in the home. Careful listening to your students along with communication with their families will allow you to assess the needs of the student; specifically whether or not he/she is in need of assistance.

Any child who exhibits any of the risk factors listed above should be considered as a candidate for the BackPack Program.



Tab 3

Student Referrals



Instructions for Student Referrals

- Children become involved in the Backpack Program through a referral process. Any faculty/staff member can refer a child into the program.
- Training to all staff on how to complete referrals should be provided at the beginning of the school year by the site coordinator.
- Throughout the year, blank referral forms should be stored in a place that is easily accessible to faculty and staff of the site.
- Once a referral is completed, the referral forms must be submitted to the site coordinator for review.
- It is the site coordinator's responsibility to review the referral and choose whether or not to admit the child into the program.
- Copies of all referrals must be kept in the site coordinator's notebook.

Student Reference Form

Child's Name: _____ Age: _____

Grade: _____ Teacher's Name: _____

The Backpack Program is only for children who you feel are chronically hungry. The program provides backpacks containing food on Fridays to children who might otherwise not be fed over the weekend.

Please rate the signs below on a scale of 1-5:

At least one sign on this list must be present for the referred child to qualify for the Backpack Program.

1 = Never 2 = Almost Never 3 = Sometimes 4 = Almost Always 5 = Always

Rushing food lines	1	2	3	4	5
Quickly eating all the food served and then asking for more	1	2	3	4	5
Asking when the next meal/snack will be served	1	2	3	4	5
Regularly asking teacher for food	1	2	3	4	5
Saving/hoarding/stealing food to take home for self and/or sibling	1	2	3	4	5
Lingering around food or asking for seconds	1	2	3	4	5
Comments about not having enough food at home	1	2	3	4	5
Asking classmates for food	1	2	3	4	5
Visiting the nurse for signs/symptoms of hunger	1	2	3	4	5

Other information regarding the child's home situation that requires the need for food: _____

Please circle all the signs/symptoms that are present:

Physical Appearance	Extreme thinness	Puffy/swollen skin
	Chronically dry/cracked lips	Chronically dry and itchy eyes
	Spoon-shaped fingernails	

School Performance	Excessive absences and/or tardiness	Repetition of a grade
	Short attention span/inability to concentrate	Chronic sickness
	Chronic behavior problems (hyperactive, irritable, anxious, withdrawn)	

Home Environment	Often cooks own meals, or has another sibling who does
	Moves frequently Family crisis Loss of household income

Does this child have siblings at home? Yes or No If yes, how many? _____

Does this child have food allergies? Yes or No If yes, list. _____

_____ Name/Title of person referring this student	_____ Date
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_____ Name of site coordinator	_____ Date approved
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Letter to Parents

Dear Parents/Guardians,

We are happy to inform you that_____has been selected to participate in the BackPack Program. The program, which is completely free to students, is offered through the East Texas Food Bank. Your child will receive a backpack full of healthy and nutritious foods each and every Friday. Have your child return the empty backpack to school on Monday if all the food is eaten and if more food is needed for the next weekend. If the backpack is not returned then your child will not receive food the next week.

If you have questions or concerns please feel free to contact the site coordinator,

_____ at _____.

Carta a los padres

Queridos Padres/Tutores,

Estamos felices de informarles que _____ ha sido seleccionado para participar en el Programa Mochila (BackPack Program en Ingles). Este programa es completamente gratuito para los estudiantes y se ofrece a través del Banco de Comida del Este de Texas. Su hijo recibirá una mochila llena con comida saludable y nutritiva cada viernes. Has que tu hijo devuelva la mochila vacía los Lunes, si se ha comido la comida o necesita mas para el fin de semana siguiente. Si la mochila no es devuelta entonces su hijo no recibirá comida la siguiente semana.

Si tiene preguntas o alguna preocupación siéntase libre de contactar al

coordinador _____ al _____.

Permission From Parents

Dear Parents/Guardians,

We would like to inform you that _____ is able to participate in the Backpack Program, a program of the East Texas Food Bank. The program, which is being offered at your child's school, is dedicated to improving the lives of East Texas children by providing backpacks full of kid-friendly, shelf-stable foods to elementary age students over the weekend.

Your permission is needed for your child to participate in the Backpack Program. Please indicate if you would like your child to participate by checking one of the options below:

_____ Yes, my child may participate in the Backpack Program.

_____ No, my child may not participate in the Backpack Program.

Parent/Guardian Signature

Contact _____ at _____
if you have questions about the Backpack Program.

Oernusi de los Padres

Queridos Padres/Tutores,

Nos gustaría informarles que

_____ puede participar en el Programa Mochila, un programa del Banco de Comida del Este de Texas. Este programa, el cual se esta ofreciendo a la escuela de su hijo, se dedica a mejorar la vida de los niños del Este de Texas proveyendo mochilas llenas de alimentos que le gustan a los niños en edad elemental y que no necesitan refrigeración para los fines de semana.

Se necesita su permiso para que su hijo(a) participe en este Programa.

Por favor indique una opción si le gustaría que su hijo(a):

_____ Si, mi hijo(a) puede participar en el Programa Mochila.

_____ No, mi hijo no puede participar en el Programa Mochila.

Firma del Padre o Tutor

Contacte a _____ al

_____ si usted tiene preguntas acerca del Programa Mochila.

Return Request Form

Date: _____

Dear Parent,

Your child failed to return his/her backpack this week. Please return it so we may refill it next week. Thank You!

Sincerely,

Date: _____

Dear Parent,

Your child failed to return his/her backpack this week. Please return it so we may refill it next week. Thank You!

Sincerely,

Date: _____

Dear Parent,

Your child failed to return his/her backpack this week. Please return it so we may refill it next week. Thank You!

Sincerely,

Solicitud de Devolucion

Fecha:_____

Querido Padre,

Su hijo no regreso la mochila esta semana. Por favor devuélvala para que la podamos rellenar para la siguiente semana. Gracias!

Sinceramente,

Fecha:_____

Querido Padre,

Su hijo no regreso la mochila esta semana. Por favor devuélvala para que la podamos rellenar para la siguiente semana. Gracias!

Sinceramente,

Fecha:_____

Querido Padre,

Su hijo no regreso la mochila esta semana. Por favor devuélvala para que la podamos rellenar para la siguiente semana. Gracias!

Sinceramente,



Tab 4

Ordering Food



Agency Express 3 User Instructions

To start, open your internet browser. Visit www.easttexasfoodbank.org , move your mouse over “Partner Agencies” at the top of the screen, then click “Agency Express” from the drop down list that appears.

Remember, you must have your order in to the food bank by 10:00 AM, 5 business days or weekly 7 days (see next page for layout of days).

Bad weather closures, holidays, or any other day that the Food Bank is closed does NOT count towards the mandatory 5 business days period.

To place an order, you will

- Log in using the information at the *bottom of this page*
- A pop up message will appear on screen. Please be sure to read this message, as it informs you of Food Bank closures and other important information.
- Go to Order Options
- Select the Shopping List
 - If shopping for pre-kitted bags, please enter “kit” in the Item No. field and click Search.
 - If shopping for certain components, please enter the description (juice, cereal) in the Description field. You may also enter the item number, if known, in the Item No. field. Click Search once complete.
- If done correctly, items will appear below the search area. One far left of each listing is a column marked “Order Qty”. Please enter your desired quantity in this field.
- After you select your items and quantities click ADD TO CART
- Once you’re done shopping click the Check Out button.
- You will then be directed to the check out page where you will select a pickup/delivery date (click on the calendar below the space) and time (click on the clock below the space). Each site only has the capability to select pickup OR delivery.

If you are normally a delivery site and would like to pickup, please call your East Texas Food Bank Backpack Representative.

*****VERY IMPORTANT*****

- Once this is done you must submit your cart by selecting Submit Cart. If you do not submit your cart, your order will NOT be processed and you will lose those items. (You can think of it as a grocery store, if you don't submit you cart to the cashier, you can't leave with it and the items are placed back on the shelves.)
- You will receive a confirmation email once you submit your order and another one when it is processed. If you DO NOT receive these emails, this means that there was a problem and you need to check the status of your order by first reviewing these steps that I’ve laid out, and then by contacting your East Texas Food Bank Backpack Representative.

Agency Express 3 User Instructions **(cont.)**

**Please remember, if you don't receive a confirmation email,
you're order hasn't been submitted/accepted and therefore you
need to check the status of your order.**

Your log in is as follows:

User name:

Password: change12

Program Code: 0216P_____B (type in your agency number)

Order/ Pickup Schedule

**All orders must be placed three (3)
working days prior to your scheduled
pick up or delivery.**

If your pick up/delivery day is	Order before 10:00 am
Monday	Monday
Tuesday	Tuesday
Wednesday	Wednesday
Thursday	Thursday
No Pick-up Friday	



Tab 5

Pick-up and Delivery



Instructions for Pick-up/Delivery

Pick up procedures must be followed while at the Food Bank:

All pickups must be conducted on your scheduled day and time. If you can not make your pickup appointment, please call your East Texas Food Bank Backpack Representative.

If you are a returning program and have picked up in the past, please drive through the gate and back up to your designated dock space. Enter the warehouse via the ramp, and let the Agency Fulfillment Representative know that you have arrived.

If you are new to the program OR this is the first time for your volunteer to pick up, please Park in the staff parking lot and enter the administrative entrance by the flag poles. Once inside, please ask for the Child Hunger department and they will have a staff member walk you through the pickup process.

Confirm the order is complete and accurate.

Delivery

- Be available at the specified time and location.
- Upon delivery, confirm the order is complete and accurate.

You will receive an invoice at pick-up or delivery. Please place all invoices in this tabbed section.

Invoices

**Please keep all invoices here upon
Pick-up/delivery of orders.**



Tab 6

Distribution Process



Distribution Process

Each participant should receive a bag full of food every Friday of the school year. The student should also receive extra food over long weekends and school holidays. The school or site should decide where, when, and how the backpacks will be distributed. If there is a holiday or early dismissal, each site should have an alternate schedule for distribution to ensure that the children receive their backpacks.

The site coordinator is responsible for recording information on the Weekly Distribution Record Form. **Please keep these forms for your records.** (See Tab 6)

Weekly Distribution Record Form

Agency Name _____ Agency# _____

Agency Address _____

What is the average number of children you distribute backpacks to on a weekly basis?

PRE K-K _____ 1st _____ 2nd _____ 3rd _____ 4th _____ 5th _____ 6th _____

7th _____ 8th _____ 9th _____ 10th _____ 11th _____ 12th _____

TOTAL _____

Please fill in the average number (whole numbers only) of each ethnic group you serve weekly.

Af. American _____

Caucasian _____

Hispanic _____

Asian _____

Other _____

Weekly Distribution

Record Form

Week	Number of Backpacks Distributed	Number of Backpacks Returned	Distribution Date
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
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28			
29			
30			
31			
32			
33			
34			
35			



Tab 7

Monthly Reports



Instructions for Monthly Reports

Monthly reports ***must*** be submitted to the East Texas Food Bank. These reports are important and are used for tracking, expanding, and funding the Backpack Program. These reports must be turned in by **the 1st of the month..**

Please submit reports online at:
www.EastTexasFoodBank.org/Reports

Select "Backpack Monthly Report" from the list arrow

Click "Go to Report"

OR

Go to www.easttexasfoodbank.org

Mouse over "Partner Agencies" at the top of the screen

Click "ETFB Reports"

Select "Backpack Monthly Report" from the list arrow

Click "Go to Report"

Monthly reports are due on the 1st of each month for the previous month. For example, the monthly report for:

January is due on February 1st

February is due on March 1st

March is due on April 1st

and so on . . .

****If the first falls on a holiday, the reports are due on the Friday or day prior to the holiday.**

Monthly reports not received by the 5th of the month will cause an agency to be placed on inactive. Your site will not be able to order for 1 week. Please submit them on time to prevent any interruption in services.

Monthly Reports

The only way to submit your report is by using the online form. This can be completed by following these steps:

- Go to EastTexasFoodBank.org/Reports
- Select “BackPack Monthly Report” from the dropdown list.

The screenshot shows a web browser window with the URL <https://easttexasfoodbank.org/2017-pages/partner-agencies/etfb-reports-2017>. The page features a dark header with the East Texas Food Bank logo and navigation links: Hunger in East Texas, Programs, Partner Agencies, Join the Fight, and Who We Are. Below the header, the main content area is titled "ETFB Reports Portal" and includes a welcome message: "Welcome to the ETFB Reports Portal! To submit your report electronically, select the report title below and press 'Go To Report'". A dropdown menu is open, showing options: "Select A Report", "Non-ETFB Pounds Received Report", "Produce Report", "BackPack Monthly Report" (highlighted), and "CACFP Daily Meal Form". To the right of the dropdown is a "Go to Report" button. Below the dropdown is a field labeled "Select a county ..." and a search bar labeled "zip code or city/state in East TX". The footer contains the East Texas Food Bank logo, a mission statement: "Our mission is to fight hunger and feed hope in East Texas", contact information (Phone: 903.597.3663 or 800.815.3663, 3201 Robertson Road, Tyler, TX 75701), and a "CONTACT US" button. Social media icons for Facebook, Twitter, Instagram, and YouTube are also present.

OR

- Go to EastTexasFoodBank.org
- Mouse over “Partner Agencies” at the top of the screen
- Click “ETFB Reports”



Tab 8

Monitoring Visits



Instructions for Monitoring Visits

Monitoring visits are conducted biannually by the East Texas Food Bank to ensure that each site is properly facilitating the Backpack Program.

Monitoring visits are conducted by ETFB staff during the school day. The ETFB staff member will inform you at least one week in advance of the visit to make sure you are available.

Monitoring visits usually last around an hour. During the visit, the ETFB staff member will have you walk through how the program works at your school.

* Site visits may also be scheduled during distribution periods.

These could include:

- Technical Assistance
- Training
- Opportunities to share the program with current and/or potential partners



BACKPACK PROGRAM MONITORING FORM

Site: _____ Site Number: _____

Site Address: _____

Site Contact Name: _____ Phone Number: _____

Email Address: _____

Date of Visit: _____ Monitor's Arrival Time: _____ Monitor's Departure Time: _____

Average daily participation (if applicable): _____

YES	NO	EXPLAIN ANY "NO" ANSWERS BELOW
		1. Has the site supervisor attended a training session?
		2. Does the site have sufficient distribution supervision?
		3. Are packs counted before signing delivery receipt?
		4. Are accurate counts taken of each pack distributed?
		5. Are packs distributed to children discreetly?
		6. Is there proper storage?
		7. Are there provisions for storing or returning excess packs?

Explanations:

MAJOR VIOLATIONS	
EXPLANATION:	
Corrective Action Discussed with (name and title):	
Corrective Action Taken:	
Site Supervisor's Comments:	
Further action needed by (date):	

I certify that the above information is correct:

Monitor's Signature

Date

Site Supervisor's signature

Date