



Hunger Solutions Minnesota Blue Ribbon Food Shelf Tool

In this evaluative tool, there are over 100 opportunities to score points toward the goal of becoming designated an HSM Blue Ribbon Food Shelf. In order for a food shelf to win the title of “HSM Blue Ribbon Food Shelf” they must get 80 or more of those points in addition to the five criteria listed below which are mandatory for every HSM Blue Ribbon Food Shelf.

If your food shelf needs assistance in meeting the five requirements listed below, please contact Cathy Patterson, Hunger Solutions Minnesota at 651-789-9844/800-782-6372 ext. 15.

Food Shelf and Mailing Address

Name and Title of Person Submitting the Tool

Phone

Date

Food shelf has a board of directors or an active advisory committee. Please include a copy of your board roster or advisory committee member listing.	<input type="checkbox"/>
Food shelf is a member of the local food bank.	<input type="checkbox"/>
Food shelf never discriminates based on race, religion, color, creed, age, gender, sex, disability or sexual preference. Please provide the board meeting minutes in which this policy was approved.	<input type="checkbox"/>
Food shelf has a positive reputation in the community. Please describe your action plan to maintain a positive reputation within your community. _____ _____ _____ _____	<input type="checkbox"/>
Food shelf is a member of Hunger Solutions Minnesota.	<input type="checkbox"/>

Section One

Tax Information, History, Mission and Goals

<p>1. Food Shelf is a 501(c)3 tax-exempt organization or has a sponsoring agency.</p> <ul style="list-style-type: none"> • Please include a copy of your 501(c)3 exempt status notification or a letter from your sponsoring agency. 	<input type="checkbox"/>
<p>2. Recorded history of the food shelf is maintained. (See example.)</p> <ul style="list-style-type: none"> • Please include a copy of the written history of your food shelf. 	<input type="checkbox"/>
<p>3. Food shelf has a mission statement describing the overall purpose of the organization.</p> <ul style="list-style-type: none"> • Please include a copy of the food shelf mission statement. (See example.) 	<input type="checkbox"/>
<p>4. Food shelf mission statement is posted in the food shelf.</p>	<input type="checkbox"/>
<p>5. The food shelf mission statement is repeated easily and often by employees and volunteers.</p> <ul style="list-style-type: none"> • Please give an example of a situation in which your food shelf’s mission statement is easily repeated by staff or volunteers. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>

<p>6. Actions steps and/or operational goals accompany the mission statement. (See example.)</p> <ul style="list-style-type: none">• Please include a written copy of your food shelf’s action steps and/or operational goals.	<p><input type="checkbox"/></p>
<p>7. Food shelf strategic plan in place. (See example.)</p> <ul style="list-style-type: none">• Please include a copy of your food shelf’s strategic plan.	<p><input type="checkbox"/></p>

Section Two
Governance and Management

8. Board reviews the food shelf mission statement annually.	□
9. Food shelf has a coordinator. • Please include the name and contact information of the food shelf coordinator.	□
10. Coordinator performs an annual client satisfaction survey. (See example.) • Please include a copy of your most recent client satisfaction survey and the results.	□
11. Coordinator reports client survey results to the board for evaluation.	□
12. Food shelf program is sustainable (if the person in charge is not present, the food shelf is able to effectively operate). • Please describe your action plan when the person in charge is not able to be at the food shelf. _____ _____ _____ _____ _____	□
13. An up-to-date food shelf manual exists. (See Food Shelf Manual 101.) • Please include a copy of the food shelf manual.	□

14. Documented succession plan is in place for food shelf leadership.	□
15. Food shelf board, staff and volunteers are encouraged to participate in training opportunities.	□
16. Food Shelf Coordinator or representative attends at least one Minnesota Hunger Partners regional meeting each year. • This information will be verified through meeting sign-in sheets.	□
17. Food Shelf Coordinator attends the fall mini-conference or annual statewide Hunger Partners Conference. • This information will be verified through meeting sign-in sheets.	□
18. Food Shelf Coordinator attends both regional meetings and the fall mini-conference or annual statewide Hunger Partners Conference. • This information will be verified through meeting sign-in sheets.	□

Section Three

Technology

19. Food shelf has a telephone.	<input type="checkbox"/>
20. Food shelf has an answering machine or voicemail with days and hours of operation on the outgoing message.	<input type="checkbox"/>
21. Food shelf has access to the internet.	<input type="checkbox"/>
22. Food shelf coordinator uses email as a form of communication.	<input type="checkbox"/>
23. Food shelf statistics are managed through an electronic database.	<input type="checkbox"/>
24. Food shelf statistics are submitted to the local food bank.	<input type="checkbox"/>

Section Four

Product

25. What percentage of your purchased product comes from the local food bank?	%
26. Food shelf distributes dry, refrigerated or frozen product.	<input type="checkbox"/>
27. Food shelf distributes dry, refrigerated AND frozen product.	<input type="checkbox"/>
28. Food shelf distributes available TEFAP product.	<input type="checkbox"/>
29. What is the average number of pounds served per person per visit?	
30. Clients can be served six or more times in a year.	<input type="checkbox"/>
31. Clients can be served twelve or more times in a year.	<input type="checkbox"/>
32. Clients can be served an unlimited number of times in a year.	<input type="checkbox"/>
33. Clients are given a partial list of items to choose from or can exchange items. (1 point)	<input type="checkbox"/>
34. Clients are given a full list of items to choose from. (2 points)	<input type="checkbox"/>
35. Clients shop for their food. (3 points)	<input type="checkbox"/>
36. Clients are informed of “best if used by” rules pertaining to food. (See example.)	<input type="checkbox"/>

Section Five
Operational Policies

<p>37. Food shelf has a process in place to notify the community when the food shelf will be closed for weather or other emergencies. (1 point)</p> <ul style="list-style-type: none"> Please describe your process: <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>
<p>38. Food shelf has a “Prepare Now” Agency Emergency Plan completed. (See example.) (2 points)</p> <ul style="list-style-type: none"> Please include a copy of your emergency plan. 	<input type="checkbox"/>
<p>39. Food shelf has completed the FEMA Emergency Management Guide for Business and Industry. (Find this plan at www.fema.gov/business/guide/index.shtm) (3 points)</p> <ul style="list-style-type: none"> Please include a copy of your FEMA emergency plan. 	<input type="checkbox"/>
<p>40. Local police, fire and food bank are aware of safety plan.</p>	<input type="checkbox"/>
<p>41. Food shelf collaborates with or is a member of the regional disaster planning commission.</p>	<input type="checkbox"/>
<p>42. Food shelf ensures workable, operating and effective equipment such as refrigerators, thermometers, shelving, etc.</p>	<input type="checkbox"/>

<p>43. Food shelf staff and/or volunteers have participated in a food training and safety course (ServSafe training offered by Second Harvest is one option).</p> <ul style="list-style-type: none"> • Please include a certificate of completion. 	<input type="checkbox"/>
<p>44. Food shelf has a client and worker safety plan in place.</p> <ul style="list-style-type: none"> • Please describe your client and worker safety plan: (If these policies are written, please include a copy.) <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>
<p>45. Food shelf is cleaned on a regular basis.</p>	<input type="checkbox"/>

Section Six
Funding/Finances

46. Food shelf accesses HSM state-appropriated food shelf funding.	<input type="checkbox"/>
47. Food shelf accesses HSM Migrant and/or summer funding (when appropriate).	<input type="checkbox"/>
48. Food shelf participates in the MN FoodShare March Campaign.	<input type="checkbox"/>
49. Food shelf participates in the Annual Feinstein Challenge.	<input type="checkbox"/>
50. Food shelf has a written Financial Policy available identifying accounting policies and internal controls, while also designating the person accountable for those policies. (See example.) • Please include a copy of your Financial Policy.	<input type="checkbox"/>
51. To maintain transparency, the food shelf bookkeeping records must be available with proper documentation. Also the records must be kept for a minimum of three fiscal periods, including the current period.	<input type="checkbox"/>
52. Food shelf budget is created that does not operate with a continuous deficit. (See example.) • Please include a copy of the food shelf budget.	<input type="checkbox"/>
53. To maintain checks and balances, the food shelf board's minutes should show that the board has reviewed and approved the food shelf financials.	<input type="checkbox"/>

<p>54. Food shelf engages in various opportunities to increase income or revenue through a variety of fundraising functions and grant proposals.</p> <ul style="list-style-type: none"> • Please describe a recent fundraising or grant writing effort. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>
<p>55. A food shelf reserve fund to cover operating expenses for a 60-day period is maintained.</p>	<input type="checkbox"/>
<p>56. Food shelf produces an annual report to donors and the larger community. (See example.)</p> <ul style="list-style-type: none"> • Please include a copy of your most recent annual report. 	<input type="checkbox"/>

Section Seven

Client Related Service Policies

57. Food shelf never charges a fee for food.	<input type="checkbox"/>
58. Food shelf never uses its services to promote religion.	<input type="checkbox"/>
59. Food shelf clients are treated respectfully. <ul style="list-style-type: none"> • Please give an example of how clients are treated respectfully at your food shelf. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>

<p>60. Food shelf staff and volunteers are regularly trained in the respectful treatment of clients.</p> <ul style="list-style-type: none"> Please provide an example of how food shelf staff and volunteers are regularly trained in the respectful treatment of clients. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>
<p>61. Food shelf is open minimum of once per week.</p>	<input type="checkbox"/>
<p>62. Food shelf is open minimum of three days per week.</p>	<input type="checkbox"/>
<p>63. Food shelf is open five days a week.</p>	<input type="checkbox"/>
<p>64. Food shelf allows walk-in appointments.</p>	<input type="checkbox"/>
<p>65. In addition to regular hours, food shelf is open at least one evening per month.</p>	<input type="checkbox"/>
<p>66. In addition to regular hours, food shelf is open at least on Saturday per month.</p>	<input type="checkbox"/>
<p>67. If a client lives outside of the service area of the food shelf, has come to their door, the food shelf will serve that person once and refer the client to the food shelf in the person's own community.</p>	<input type="checkbox"/>

<p>68. Food shelf has a plan in place to get food to those that are physically unable to enter the food shelf (serves by proxy or home delivery).</p> <ul style="list-style-type: none"> Please describe a situation in which the food shelf served someone unable to physically enter the building. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>
<p>69. Food shelf is handicapped accessible.</p>	<input type="checkbox"/>
<p>70. Food shelf guidelines and rules are posted clearly and visibly.</p>	<input type="checkbox"/>
<p>71. Food shelf guidelines and rules and any other signage are posted in the main languages spoken within the community.</p> <ul style="list-style-type: none"> What are those languages? <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>

<p>72. Interpreters of the main languages spoken in the community are available at the food shelf either in person or by other means.</p> <ul style="list-style-type: none"> • Please describe how your food shelf meets the needs of those with language barriers. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>
<p>73. Food shelf has a process in place to handle client complaints. (See example.)</p> <ul style="list-style-type: none"> • Please include a copy of your grievance policy. 	<input type="checkbox"/>
<p>74. Food shelf has a system in place to keep private information confidential.</p> <ul style="list-style-type: none"> • Please describe this system. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>

75. Food shelf has a separate area for conducting intake.	□
76. Food shelf staff and volunteers are trained on confidentiality practices and are required to sign a confidentiality agreement. (See example volunteer code of ethics.) • Please include a copy of your confidentiality agreement.	□
77. Food shelf has a process in place to identify when clients have special food needs. • Please describe this process. _____ _____ _____ _____ _____	□
78. Food shelf attempts to accommodate food for clients with special dietary needs, i.e., low-salt, low-sugar, other medical needs, no cooking facilities, religious preferences, etc. • Please describe how you attempt to accommodate “special needs foods”. _____ _____ _____ _____	□

79. Food shelf has recipes available to educate clients on what to do with unfamiliar foods.	□
<p>80. Food shelf makes an effort to address client needs beyond food by keeping an updated resource book or referral list of social service organizations.</p> <ul style="list-style-type: none"> • Please list the social service agencies and state/federal/local programs you regularly refer clients to: <hr/> <hr/> <hr/> <hr/> <hr/>	□

Section Eight

Volunteers

<p>81. Food shelf has a volunteer recruitment plan is in place.</p> <ul style="list-style-type: none"> • Please describe your volunteer recruitment efforts. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>
<p>82. A list of food shelf volunteers and their contact information is maintained.</p>	<input type="checkbox"/>
<p>83. A back-up plan is in place when food shelf volunteers are unable to make their assigned shift.</p>	<input type="checkbox"/>
<p>84. Food shelf has a job description for each volunteer position. (See example.)</p> <ul style="list-style-type: none"> • Please include a copy of each volunteer position job description. 	<input type="checkbox"/>

<p>85. Food shelf volunteers are offered training on food shelf policies and procedures including code of conduct and confidentiality procedures.</p> <ul style="list-style-type: none"> • Please describe your volunteer training procedure. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>
<p>86. Food shelf volunteers are offered training opportunities outside of food shelf in areas such as food safety, poverty awareness, etc.</p> <ul style="list-style-type: none"> • Please describe outside training that food shelf volunteers have participated in within the past year. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>

<p>87. Food shelf volunteer satisfaction survey is conducted annually. (See example.)</p> <ul style="list-style-type: none"> • Please include a copy of your most recent volunteer satisfaction survey and the results. 	<input type="checkbox"/>
<p>88. Food shelf has a process is in place for handling volunteer feedback.</p> <ul style="list-style-type: none"> • Please describe this process. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>
<p>89. Food shelf volunteers are recognized at an annual event.</p> <ul style="list-style-type: none"> • Please describe your annual volunteer recognition event. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>

<p>90. Food shelf volunteers are recognized on special occasions such as birthdays, start date anniversaries or other holidays.</p> <ul style="list-style-type: none"> • Please describe how you recognize food shelf volunteers on special occasions. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>
<p>91. A food shelf volunteer newsletter is distributed annually. (See example.)</p> <ul style="list-style-type: none"> • Please include a copy of your food shelf volunteer newsletter. 	<input type="checkbox"/>

Section Nine
Community

92. There is widespread knowledge of the food shelf within the community.	□
93. Food shelf engages in outreach beyond word of mouth. • Please describe your most recent outreach efforts. _____ _____ _____ _____ _____	□
94. Food shelf has a brochure. (See example.) • Please include a copy of your organization brochure.	□
95. Food shelf has a website. (See an example at www.icafoodshelf.org). • What is the organization website address?	□

<p>96. Food shelf attends or is connected to other community organizations' meetings.</p> <ul style="list-style-type: none"> Please list other community meetings you attend or organizations in which the food shelf is connected. <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/>
<p>97. Organization is enrolled in the Charities Review Council's Accountability Wizard.</p>	<input type="checkbox"/>
<p>98. Organization has completed the Charities Review Council's Accountability Wizard.</p>	<input type="checkbox"/>
<p>99. Organization is approved by the Charities Review Council's Accountability Wizard.</p>	<input type="checkbox"/>
<p>100. Food shelf contacts their local legislators at least quarterly with service statistics. (See example.)</p> <ul style="list-style-type: none"> If contact with your legislator is written, please include a copy of your most recent communication with a local legislator. 	<input type="checkbox"/>
<p>101. Local legislators have visited, toured and/or volunteered at your food shelf within the last twelve months.</p>	<input type="checkbox"/>

- This page MUST be completed in order for your food shelf to be considered in the Hunger Solutions Minnesota Blue Ribbon Food Shelf process. If the person submitting the HSM Blue Ribbon Food Shelf Tool is the Board Chair, a Vice Chair signature is acceptable.

I certify that the information provided for the HSM Blue Ribbon Food Shelf Tool is accurate to the best of my knowledge and I am aware that HSM Staff may verify answers by mail, phone or in person.

Signature of the person submitting the HSM Blue Ribbon Food Shelf Tool

Date

Phone number

I have reviewed the information provided for the HSM Blue Ribbon Food Shelf Tool and verify that all information is accurate to the best of my knowledge and I am aware that HSM Staff may confirm answers by mail, phone or in person.

Food Shelf/Organization Board Chair (or Vice Chair when the person submitting the HSM Blue Ribbon Food Shelf Tool is the Chairperson)

Date

Phone Number

HSM Blue Ribbon Food Shelf Tool Frequently Asked Questions

1. Why do I have to include a written history of my food shelf (#2)?

Having a written history of the food shelf is important because many funders require this information in grant proposals. Several food shelves across the state have had one coordinator from the very beginning. If the food shelf history is not written down, that valuable information might be lost. And if your food shelf is part of a larger organization, be sure there is a history of how the food shelf program began.

2. Why should the mission statement be repeated easily and often by employees and volunteers (#5)?

Training staff and volunteers to easily repeat the mission statement of the organization ensures that everyone is on the same page and at the food shelf for the same reason.

3. Why is there a point offered for the food shelf having a coordinator (#9)? Doesn't every food shelf have a coordinator?

Well, in fact no, not every food shelf has a coordinator. There are some food shelves where no one wants to be the person in charge. We believe it is important that there be at least one person in charge and responsible for the food shelf.

4. Why should we perform an annual client satisfaction survey (#10)?

Performing a client satisfaction survey at least annually ensures that you are meeting the needs of the people you serve. One example would be the food shelf that spent many dollars to make sure that all of the makings for chili were always on the shelf. After conducting a client survey, the results showed that the clients didn't really want the makings for chili. What they really needed was toilet paper.

5. Why should there be a documented succession plan in place for food shelf leadership (#14)?

There have been a handful of cases across the state where when the coordinator was no longer able to perform their duties the food shelf had to close for several weeks in order for the community to regroup and get a new coordinator in place. Preparing for this situation is to ensure that people in need will never lose this food resource in your community, even for a short amount of time. And if a leadership succession plan for your food shelf is to hire a new coordinator, that is a sufficient plan to have in place.

6. Why is it important for the food shelf coordinator to attend MN Hunger Partner regional meetings and/or conferences (#16, 17, & 18)?

The MN Hunger Partners regional meetings and conferences that are offered twice each year are important resources for food shelf coordinators. The meetings offer a time for coordinators to network with neighboring food shelf coordinators regarding issues in the community. These meetings are also valuable educational opportunities where issues like trends in service are presented and discussed.

7. Why are you measuring the amount of purchased product that comes from the local food bank (#25)?

HSM believes that obtaining low cost food from a food bank is the ideal use of food shelf resources.

8. Why are you measuring the amount of food we distribute per person per visit (#29)?

In the discussion of how to best serve clients, three elements often come up: pounds given per visit, number of times one can visit in a year, and client choice of food. We believe that the ideal food shelf would serve an ample supply of food to clients at each visit, would not restrict the number of times that a client can visit in a year, and would provide clients with a choice in their selection of food. It is not, however, our expectation that all Blue Ribbon food shelves will score three points in each of these three categories.

This question focuses on pounds per visit. The statewide average is almost 22 pounds per person per visit. We have asked you to write the number of pounds you serve per person per visit so we have an idea of exactly where your food shelf compares to the rest of the state. Points will be assigned as follows: one point for at least twenty pounds per person per visit, another point for at least 25 pounds per person per visit and a third point for at least 30 pounds per person per visit.

9. I'm not really sure how to score myself points for the questions about how often clients can be served (#30, 31, & 32).

For questions 30, 31, and 32, give yourself one point for each question if you meet or surpass the listed number of allowed visits. If you serve eight times a year, you would check the box for question 30. If you offer services twelve times a year, you would check the boxes for both question 30 and question 31. If you offer service whenever a client is in need with no limit to the number of times per year, you would check the boxes for questions 30, 31, and 32.

10. Why are points available for client choice and why are they scored differently (#34, 35, & 36)?

HSM also believes that offering clients a choice in the type of foods that they receive is the ideal delivery of service.

The points are scored differently because there isn't a natural progression. Clients can be given a partial list or can exchange items (one point) OR they can be given a full list (two points) OR they can shop for their food (three points).

11. Why are there points available for emergency preparedness (#37, 38, & 39)?

There have been several instances across the state where the unthinkable has occurred either with vandalism, fire or a natural disaster and without a plan, the food shelf may not have been able to serve its community. Having a plan in place helps all involved with the food shelf to know who, what, when, where and why, when these situations arise.

12. Why is there a point available for working equipment (#42)?

If you have equipment that is not working properly, HSM would like to know about it because we have equipment for funding available.

13. Why isn't there an example of a client and worker safety plan provided (#44)?

We had difficulty in finding a food shelf that had this type of document, although food shelf coordinators that we spoke with thought it would be a very good document to have available. This illustrates the need for food shelves to put important information like safety guidelines and procedures into writing. Policies to be included in a plan are your procedures regarding guidelines for safe lifting of food or equipment, when the sidewalk outside of the food shelf is shoveled, and your process when someone threatening enters your food shelf.

14. What do you mean by "food shelf is cleaned on a regular basis" (#45)?

While we all have different definitions of "clean" and "regular", this point is available to make sure that part of the food shelf routine is to keep it clean.

15. Why are points available for accessing funding (#46, 47, 48 & 49)?

These points are included to be sure that a food shelf is taking advantage of every available resource.

16. Why is it important to NOT promote religion at the food shelf (#58)?

It's very important that when receiving funding from HSM and the state of Minnesota that the separation between church and state remain intact.

17. I'm not really sure how to score myself points for the questions about how often my food shelf is open for service (#61, 62, & 63).

For questions 61, 62, & 63, give yourself each point where you meet the criteria. If your food shelf is open for service a minimum of once a week, you would check the box for 61. If your food shelf is open a minimum of three days a week, you would check the boxes for both 61 and 62. If your food shelf is open for service five days a week, you would check boxes 61, 62, and 63.

18. Why is there a point available for serving someone outside of my service area (#67)?

If someone is in need and makes the effort to go to your food shelf and is unaware of the boundaries in place, we believe the ideal food shelf would NOT send them away empty-handed. The ideal food shelf would serve that person once and refer them to the food shelf in their own community. A full food package for this type of visit is not necessary. If your resources are limited, it's acceptable to serve only enough food to tide them over until they can get to the food shelf in their own area.

19. Why is it important that the food shelf guidelines and rules be posted clearly and visibly (#70)?

It's essential that any rules that you have, including those regarding hours, what documentation is required, and/or your policies on service to those appearing to be under the influence are posted clearly and visibly. Making sure there are no hidden rules at the food shelf will help to maintain a respectful, considerate environment for everyone involved.

20. Why is client confidentiality so important (#74, 75, & 76)?

Maintaining client confidentiality is one of the most important responsibilities of a food shelf coordinator. Food shelf users must feel safe and secure when accessing your food shelf. There has been a case in Minnesota where food shelf volunteers were out in the community discussing the fact that a certain resident was using the food shelf. The client overheard the conversation and sued the food shelf. The food shelf settled with the client. Having volunteers sign confidentiality agreements and keeping the agreements updated every twelve months is vital for keeping your food shelf safe and inviting to those in need and at the same time, protects the food shelf.

21. What is meant by having a process in place to identify when clients have special food needs (#77)?

Some food shelves don't ask clients a lot of questions when serving. However, it is important to know whether a client has a working stove, is diabetic, or cannot eat certain foods due to allergies or religious beliefs. So even if the food shelf doesn't offer client choice, food shelf users have a way of getting items that are useful to them.

22. Why is it important to conduct an annual volunteer feedback survey (#87)?

Volunteers are a wonderful resource at the food shelf. Finding out what works and what doesn't work for your volunteers is a helpful way to keep things running respectfully and efficiently at the food shelf. Asking volunteers for their input is just as important as making sure your clients are satisfied with the service they receive. Your volunteers also might be a great resource to help find more volunteers.

23. Why are points available for recognizing volunteers (#89 & 90)?

High volunteer retention is a sign of a healthy organization. Recognizing food shelf volunteers helps people to feel appreciated for donating their time and will keep them coming back. Recognition is as easy as having coffee and treats available on work days or sending everyone a Valentine's Day card.

24. Why is it important that there be widespread knowledge of our food shelf within the community (#92)?

Widespread knowledge of your program within your community is important on several levels. From the client's perspective, if your food shelf is talked about extensively, not a lot of time and research will be needed to access service if the need arises. From the donor's perspective, if a school or business decides they'd like to have a fundraiser or would like to make a cash donation to an organization, because the work done at your food shelf is so widely known, they will immediately think of you.

25. What is the Charities Review Council's Accountability Wizard (#97, 98, & 99)?

The Accountability Wizard is an online tool from the Charities Review Council to help your organization demonstrate its integrity and transparency to those who support you with their donations and grants. It's a new way of conducting charitable organization reviews. The Wizard is an educational tutorial that helps nonprofits conduct a self assessment on whether or not they meet the Council's standards of accountability. It is a great resource to provide more information to potential donors and help nonprofits improve their policies and procedures. A handful of food shelves in the state have already been approved by the Charities Review Council's Accountability Wizard. A reduced review fee for small nonprofits is now available. Check out www.smartgivers.org for more information.

26. Why is it important for food shelves to communicate with local legislators (#100 & 101)?

Communicating with your local legislators is extremely important. It helps them to know the status of hunger in their own community when they are casting votes on legislation that affects food shelves and the people that are served at food shelves.