

# EXTRA TABLE FEEDS

## PANTRY PARTNER FREQUENTLY ASKED QUESTIONS

We are excited that you have joined the list of Extra Table FEEDS Pantry Partner! We know you may have questions about the process, what partnership looks like, and what to expect once those first boxes of food arrive.

Here are answers to some of the questions we hear most often.

### YOU HAVE BEEN ACCEPTED! WHAT HAPPENS NEXT?

#### 1. IS THIS A ONE-YEAR COMMITMENT?

No. A Pantry Partnership is not simply a one-year food delivery program.

Approved Pantry Partners receive food monthly as part of an ongoing partnership as long as the pantry remains in good standing, follows Extra Table FEEDS partnership requirements, completes required reporting, and Extra Table FEEDS has the funding and logistical ability to continue service.

You may see references to a donor “funding a pantry for one year.” That refers to the donor’s financial commitment—not an automatic end date for the Pantry Partnership.

#### 2. HOW OFTEN WILL WE RECEIVE FOOD?

Extra Table FEEDS Pantry Partners receive food **monthly**.

Your delivery date is based on our statewide trucking routes and delivery schedule. We will communicate delivery information with your pantry contact so you know when to expect us.

#### 3. WILL OUR DELIVERY ALWAYS ARRIVE ON THE SAME DAY EACH MONTH?

Not necessarily.

Your delivery will generally fall within the same portion of the month, but exact dates and times may change.

Please make sure Extra Table FEEDS always has the correct contact information for the people responsible for receiving your delivery.

#### 4. CAN WE CHANGE THE DAY-TIME OF OUR DELIVERY TO MATCH YOUR PANTRY HOURS OF OPERATION?

Unfortunately, no.

We work with statewide trucking routes, food purchasing schedules and multiple Pantry Partners. We design our routes on efficiency and Monday through Friday business hours. We do not deliver on holidays.

## 5. DOES SOMEONE HAVE TO BE AT THE PANTRY WHEN THE TRUCK ARRIVES?

Yes.

A representative of your organization must be available to receive the food delivery.

## 6. DOES THE FOOD HAVE TO BE DISTRIBUTED THE SAME DAY IT ARRIVES?

No.

Extra Table FEEDS food is shelf-stable and may be safely stored until your pantry's normal distribution date.

Food should be properly stored immediately upon delivery and distributed within a reasonable period so that it reaches families while it is fresh and useful. You do not need to create a special same-day distribution simply because Extra Table FEEDS delivered that day.

## 7. CAN WE CHANGE OUR DELIVERY ADDRESS?

Because our delivery routes are carefully planned, your primary delivery location should remain consistent.

If your pantry needs to permanently change its delivery address, please contact Extra Table FEEDS **before making the change** so that we can determine whether the new location can be accommodated on our trucking route.

Please do not change delivery locations from month to month without prior approval.

## 8. CAN WE DISTRIBUTE EXTRA TABLE FEEDS FOOD AT MORE THAN ONE LOCATION?

Possibly—and we understand that this can be especially important in large or rural counties.

If you would like to receive your Extra Table FEEDS delivery at one primary location and then distribute food at additional sites within your approved geographic service area, please discuss the plan with us first.

We want to know **where our food is going and who it is feeding**, but we also want food to be accessible to the people who need it. Satellite or mobile distribution locations can make good sense when they are organized, safe and approved in advance.

## 9. DOES EXTRA TABLE FEEDS REQUIRE CLIENTS TO MEET FEDERAL INCOME GUIDELINES?

No. Extra Table FEEDS receives no federal funding, and we do not require Pantry Partners to use a federal income-qualification process for clients receiving Extra Table FEEDS food.

We do expect each Pantry Partner to have **clear, consistent and reasonable eligibility guidelines** explaining who the pantry serves.

Those guidelines should be applied fairly and without discrimination.

## 10. CAN WE REQUIRE PROOF THAT SOMEONE LIVES IN OUR SERVICE AREA?

Yes. If your pantry has an approved geographic service area, a reasonable residency requirement can be part of your client eligibility process.

For example, if your approved service area is Perry County, your pantry may request reasonable documentation establishing that the person lives in Perry County.

The goal should be to verify your service area.

If Extra Table FEEDS has approved your organization to serve multiple counties or communities, your eligibility requirements should reflect that approved service area.

## **11. DO CLIENTS HAVE TO COMPLETE AN APPLICATION?**

Extra Table FEEDS does not prescribe one specific client application.

We do expect your pantry to have a clear client intake or eligibility process and to be able to explain who you serve, how eligibility is determined, how often clients may receive assistance, and how your client information is reviewed or renewed.

Keep it reasonable. The purpose of an intake process is to help you responsibly serve your community and report your impact—not to make hungry people prove that they are hungry.

## **12. SHOULD OUR VOLUNTEERS KEEP CLIENT INFORMATION CONFIDENTIAL?**

Absolutely.

Pantry Partner must treat the identity and personal information of those seeking food assistance with dignity and absolute confidentiality.

Volunteers should not discuss clients publicly, share identifying information outside the organization, post client information on social media or disclose someone's use of the pantry without permission.

People should be able to ask for food without sacrificing their dignity.

## **13. WHAT INFORMATION DO WE NEED TO TRACK?**

Extra Table FEEDS requires a simple monthly report so that we can understand where our food goes and the impact it is making.

We ask for information such as the number of households or individuals served, basic demographic or age information, and food distribution activity.

Our reporting is intentionally simple. We need good information, but we do not want our paperwork to add more work to your plate.

## **14. WHAT HAPPENS IF WE FORGET TO SUBMIT A MONTHLY REPORT?**

Please do not let those reports pile up!

Failure to submit required monthly reports for two consecutive months may result in your next shipment being paused or your Pantry Partnership being terminated.

Reporting allows Extra Table FEEDS to demonstrate impact to donors, make responsible food-purchasing decisions and continue raising the money necessary to feed your community.

## **15. DO WE HAVE TO SEND PHOTOS?**

We ask our Pantry Partners to periodically send photographs and updates showing the food at work in their communities.

These stories help us show donors exactly what their support makes possible.

When taking or sharing photographs, please always protect client dignity and privacy and obtain appropriate permission before using identifiable images.

## **16. CAN WE SELL EXTRA TABLE FEEDS FOOD OR USE IT FOR A FUNDRAISER?**

No.

Food received from Extra Table FEEDS may never be sold, bartered, exchanged for services or used as part of a fundraising activity.

It is provided solely for the purpose of feeding food-insecure Mississippians in your approved service area.

## **17. CAN WE CHARGE CLIENTS A FEE OR REQUIRE THEY ATTEND A PRAYER SERVICE BEFORE RECEIVING FOOD?**

No.

Food provided by Extra Table FEEDS is intended to reach food-insecure Mississippians without charge and with no strings attached.

## **18. WHAT IF WE RECEIVE SOMETHING THAT IS DAMAGED OR DOES NOT APPEAR SAFE?**

Please inspect products when they are received.

If you have a concern about damaged packaging, food safety or the condition of an item, do not distribute it. Contact Extra Table FEEDS immediately so that we can address the issue.

## **19. WHAT IF OUR PANTRY DIRECTOR, PHONE NUMBER, EMAIL OR OTHER CONTACT INFORMATION CHANGES?**

Please let us know promptly.

Leadership changes happen frequently in nonprofit and church-based organizations, and current contact information is essential for deliveries, reporting and emergency communication.

Please make sure we always have a current primary contact and secondary contact for your organization.

## **20. ARE THERE OTHER REQUIREMENTS WE SHOULD KNOW ABOUT?**

Yes. By becoming an Extra Table FEEDS Pantry Partner, your organization agrees to:

- Store all food safely and appropriately, including keeping food at least six inches off the floor.
- Maintain appropriate health and safety standards.
- Have a representative available to receive deliveries.
- Distribute food directly to people in need.
- Never sell, barter or exchange Extra Table FEEDS products.
- Maintain a clearly defined geographic service area and consistent client eligibility process.
- Distribute food fairly and without discrimination.
- Submit required monthly reports on time.
- Allow periodic site visits from Extra Table FEEDS.

- Keep Extra Table FEEDS informed of major changes to your organization, leadership, delivery location or distribution model.
- Protect the dignity and privacy of the people you serve.
- Send us occasional updates and photographs so that we can see—and share—the good work happening in your community.

Most importantly, we ask every Pantry Partner to remember why this partnership exists:

**Good food. Responsibly distributed. Getting into the hands of Mississippians who need it.**

## **WHO DO I CONTACT IF I HAVE A QUESTION?**

Never hesitate to reach out.

### **Extra Table FEEDS**

Martha Allen Price's cell 601-447-4667

[martha@extratable.org](mailto:martha@extratable.org)

We want this partnership to work well for your pantry, our delivery team and—most importantly—the Mississippians we are working together to feed.