



A Year of resilience, partnership and hope

As we close out another year together, I want to reflect on the incredible resilience across our entire network. This year, rising grocery costs, an extended government shutdown and anticipated SNAP changes placed added strain on families already struggling to make ends meet.

Despite these challenges, you showed up. You adapted. You stretched your teams to reach more neighbors. Because of your dedication, our communities continued to receive support during some of the most uncertain moments of the year. Together, we met the challenges and ensured no neighbor was left behind.

Looking ahead: New tools and innovations for 2026

While we honor the hard work and perseverance of this year, we're also excited for what's ahead. Several initiatives launching early this year are designed to support you, strengthen operations and enhance the overall neighbor experience.

Transition to new online resource map

In partnership with Vivory, in Q1 we will transition from paper schedules to an interactive online map that allows neighbors to find food and other support services. Agencies will have the ability to update schedules and services in real time, ensuring information stays accurate and accessible.

Primarius 2 (P2) upgrade

The long-anticipated inventory system upgrade is scheduled for February. While we remain hopeful for a smooth transition, we also know that implementing new technology may come with challenges. We ask for your patience and understanding as we work through any bumps in the road together.

Link2Feed enhancements

Additionally, we are exploring several updates to Link2Feed in Q1, including the introduction of barcoding designed to streamline check-in processes. We are also exploring a potential TEFAP tracking update. Additional details and training opportunities will be shared by Darla, Ana and Erin in the coming weeks.

A final note...

Thank you for your dedication, compassion and continued feedback. Your insights help us grow, improve and stay aligned with our neighbors' needs. While we may not always get everything right, we ask that you please remember to be kind and respectful as we navigate change together. Know that everyone at All Faiths is fully committed to our mission and to you, our partners. We cannot do this without you.

Together, we will continue to build a stronger, healthier and more hopeful community.

Here's to a bright and impactful 2026.



Amber Lee
Director of Community Partnerships

This issue:

PAGE 01

A word from Amber

PAGE 02

Kicking off the year strong:
Agency reminders

PAGE 03

Kicking off the year strong:
Agency reminders pt. 2

PAGE 04

Kicking off the year strong:
TEFAP reminders pt. 3

PAGE 05

Kicking off the year strong:
Agency reminders pt. 4

PAGE 06

Quick notes: Retail enablement

PAGE 07

L2F updates

PAGE 08-09

2025 snapshots

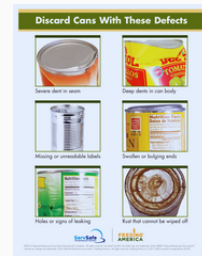
KICKING OFF THE YEAR STRONG: IMPORTANT AGENCY REMINDERS

As we begin a new year, we want to share a concise set of reminders to help agencies stay aligned with program requirements, food safety standards and operational best practices. These reminders are not new training, but a refresher to support smooth operations, successful monitoring visits and continued service to our neighbors.

Thank you for your dedication and partnership as we move into the year ahead.

FOOD SAFETY AND DAILY OPERATIONS

- All staff and volunteers must review and sign food safety training documents.
- Storage areas must be clean, organized and pest-free.
- Store food:
 - Six inches off the floor
 - Two inches from walls
 - 12 inches below ceilings
 - Fully separated from chemicals
- Maintain required temperatures and logs:
 - Dry: 50°F–80°F
 - Refrigerated: 41°F or below
 - Frozen: 0°F or below
- Bathrooms must be clean and display handwashing signage.



KICKING OFF THE YEAR STRONG: IMPORTANT AGENCY REMINDERS

BE VISIT-READY

Please have the following available during your NSR:

- 501(c)(3) determination letter
- Florida tax-exempt certificate
- Signed membership agreement
- TEFAP agreement (if applicable)
- Signed invoices from the past year
- Current Safe Food Handler or ServSafe certificate (posted)
- Pest control documentation
- Right to Refuse Service policy
- Link2Feed volunteer MOUs (if applicable)
- Retail pickup agencies: Transport temperature logs required
- Meal sites: Separate cutting boards and Department of Health records available

Preparing these items ahead of time helps your visit run efficiently and allows us to focus on support and partnership. Please reach out if you need assistance as you prepare.



KICKING OFF THE YEAR STRONG: IMPORTANT TEFAP AGENCY REMINDERS

TEFAP: KEY REMINDERS MOVING FORWARD

The Emergency Food Assistance Program (TEFAP) continues to reflect changes designed to increase access and reduce administrative barriers.

- Expanded eligibility remains in effect, including the ALICE population (Asset Limited, Income Constrained, Employed)
- No address is required on TEFAP forms, though address information is still required in Link2Feed
- No county restrictions — eligible Florida residents may be served
- No participant signature required; agency representatives must verify form completion
- Forms do not expire — verbally confirm household size, zip code and benefits at each visit and complete a new form if changes occur
- Link2Feed now records a TEFAP effective date rather than a signed date

These updates help ensure broader access while maintaining program integrity.

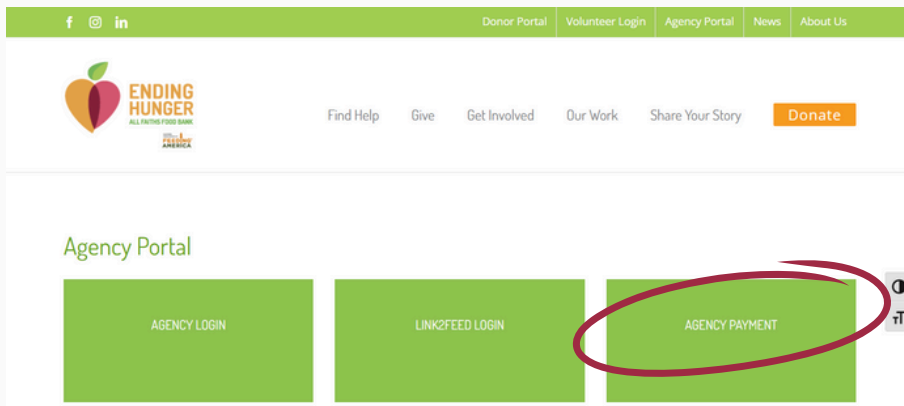
TEFAP SITE COMPLIANCE

For TEFAP agencies, please ensure the following are maintained:

- Annual Civil Rights Training is completed and documented
- Required signage is posted:
 - USDA nondiscrimination disclaimer
 - “And Justice for All” poster
 - Faith-based beneficiary form (if applicable)
 - TEFAP inventory is separated and labeled by month and year received
 - Eligibility forms are organized and retained (current year plus three previous years)
 - Blank TEFAP forms are stocked in all required languages
 - Disposal of TEFAP food is documented when applicable
 - Complaint forms (English and Spanish) are available onsite



KICKING OFF THE YEAR STRONG: IMPORTANT AGENCY REMINDERS PT.3



Quick reminder that invoice payments should be submitted through our online bill pay whenever possible

[using this link](#)

-Darla

BILLING AND DELIVERY REMINDERS

To avoid service disruptions, please keep the following policies in mind:

Account and billing

- Wait for your monthly statement before submitting payment. Pay off of the statement balance only.
- Payments are due within 30 days of the statement date.
- Indicate which invoice number(s) from your statement you are applying the payment to.

Past-due timelines:

- 30 days: Reminder issued
- 60-89 days: Possible suspension
- 90+ days: Account may be considered inactive

Billing questions can be directed to Amber Lee at alee@allfaithsfoodbank.org.

Delivery Discrepancies

- Inspect deliveries immediately upon receipt.
- Submit discrepancy reports within 24 hours, including:
 - Copy of invoice
 - Photos, if applicable
 - Email documentation to Darla Walters (dwalters@allfaithsfoodbank.org) and Ana Hernandez (ahernandez@allfaithsfoodbank.org).



THANK YOU FOR YOUR PARTNERSHIP

Your attention to these reminders helps ensure safe food handling, strong compliance and uninterrupted service to the communities we serve together. The Agency Relations team is always available to provide guidance or clarification.

Thank you for all you do!

Ana Hernandez
Agency Relations Coordinator

QUICK NOTES!

FROM RETAIL ENABLEMENT TEAM

Dear agency partners,

I have two quick reminders, especially for those participating in retail pick-ups.

First, as a best practice, agencies picking up food from retail stores should **weigh and enter all collected pounds within 24 hours of each pick-up**. Doing so helps ensure we accurately capture all donations and prevents a rush to enter data at the end of the month.

Second, it's important that **All Faiths Food Bank is aware of any retail pick-ups being completed so donations can be properly documented and receipted for the benefit of our donors**. We are not asking agencies to give up any stores or donations — we simply want to ensure our donors receive appropriate recognition for their support.

Thank you for your cooperation and continued partnership!

Chuck Wolbert
Food Procurement Manager



Also, don't forget to please never backdate the poundage entered into Primarius.

If needed, just date old poundage into the new month.



IMPORTANT ANNOUNCEMENT:

BEST PRACTICES AND COMPLIANCE FOR THE NEW YEAR

Dear valued agency partner,

Your commitment to both compassionate service and accurate compliance is fundamental to our shared mission. To help us all operate at the highest standards in the coming year, please reinforce the following key policies and practices with all volunteers involved in client intake and registration.

1. Prioritizing trauma-informed care

Given the complex times our clients are navigating, adopting a trauma-informed approach is vital. It honors the neighbor experience and fosters a respectful environment.

Please review these core principles with your teams:

- **Safety and welcome:** Ensure a setting that feels physically and emotionally safe. A warm greeting and calm communication can significantly reduce client stress.
- **Empowerment through choice:** Whenever possible, offer neighbors choices in the food they receive. Restoring even a small sense of control is a powerful way to counter the loss of power often associated with trauma.
- **Compassionate observation:** Remind volunteers that "difficult" behaviors are often stress responses. Approach these moments with curiosity and compassion rather than judgment.

2. Respectful data collection and integrity

Accurate data is essential for our operations, but it must be collected with dignity and strict adherence to policy.

- **Self-reported data is key:** Eligibility information is **always self-reported**. This is a core part of our low-barrier, trauma-informed approach. **We do not ask for IDs, proof of income or residency.**
- **Accurate entries:** Volunteers must enter all information fully where possible. If a piece of data is not gathered, they must use "**Did Not Ask**" instead of entering symbols or "Unknown" — especially for names. They can also add a housekeeping alert note to request the missing details upon the next visit.
- **When in doubt, reach out:** If your team notices anything "off" in the system (like duplicates or anomalies), please remind them to **simply send us an email**. We have a dedicated team ready to assist; we are here to help you solve those technical hurdles.

3. TEFAP compliance procedure

We must continue to follow the updated TEFAP procedure instituted last March to maintain compliance with the USDA.

- **Timeliness:** All pink alert notes need to be dated **3/1/25 or newer**.
- **Formatting:** The notes must follow this specific format exactly:
 - TEFAP filed [date]
 - No proxy or proxy [name(s)]
- **Updates:** These notes and forms only need to be updated if there is a **change in the proxies or household** (e.g., number of members, benefits, address or income).

Thank you for your attention to these crucial guidelines. Your compliance and commitment ensure we can continue to serve our community effectively. If you have any other questions or concerns, please reach out. We're happy to help in any way we can.

Warmly,

Registration Team

Snapshots from 2025!



Snapshots from 2025!



Contact us!

Darla Walters, Agency Relations Manager – 941.379.6333 ext. 172

Ana Hernandez, Agency Relations Coordinator – 941.379.6333 ext. 141

Erin EverGreen, Client Registration Manager (Link2Feed) – 941.379.6333 ext. 143

Amber Lee, Director of Community Partnerships – 941.549.8130