

The BackPack Program

Frequently Asked Questions



**Regional
Food Bank**
OF NORTHEASTERN NEW YORK



Food Bank *of the*
Hudson Valley

Q: Do we distribute backpacks during school breaks?

- The BackPack Program is suspended during major school breaks. (Thanksgiving, Winter Break, February Break and Spring Break)
 - To help families over break, we send more substantial meal options on the Friday before Break, such as PB&J and spaghetti and sauce
 - Before Break, we will also send sites cases of mixed BP foods. All of the food in these mixed cases should go out before breaks. (This is noted on emailed menus.)
 - If you would like something specific included in an order (more snacks, extra protein entrees, etc.) please reach out to your Food Bank coordinator directly.*
- *Please keep in mind that additions may increase the cost per bag

Q: How much food is packed in each bag?

- Unless it is specifically indicated on the menu (ex. 2 packets of oatmeal), only give out 1 of the food item, so as not to short bags in the following weeks.
- Please do not supplement bags with “leftover” food, as leftovers used in following weeks.
- If you do supplement for extenuating circumstances, please let us know so we can update our records accordingly and send you additional food.

Q: Why did I not receive everything listed on the emailed menu?

- This is normal. Emailed menus are generic for all programs picking up at a pickup/delivery location.
- Every order is customized to each school based on enrollment. When creating orders for each school, we calculate how much food you had leftover from the previous week, determine how much “new” food you need, and how much food you will have for next week.
- The invoice you receive at your food pickup is a complete list of everything you should receive.

Q: I have some food leftover after packing the bag; what should I do?

- Leftovers from *this* week will be used *next* week, in place of (not in addition to) what is listed on your menu. Use FIFO as a guide (**F**irst **I**n, **F**irst **O**ut).
- Use all your leftovers from the previous week in the appropriate category before breaking into the current week's food.
- Remember, not all bags will be exactly the same on a given week. Variety is the spice of life!
- For example, if you are distributing to 30 kids, and you have 12 cans of tuna, 9 cans of ravioli and 10 PB & Js leftover, you have enough leftovers to make up the protein entree for all students. Some kids will get tuna, while others get ravioli or PB & J.

Q: Why didn't I receive bread with my order?

- Because bread is donated to the Food Bank, we cannot guarantee we will always receive the weekly bread delivery.
- Although we work with the donor to encourage consistent donations of bread, the volume and timing of the bread donation is set by the donor.
- Bread goes out to BackPack sites for free. (Produce is also free!)

Q: Can I make changes to the food I receive?

- Absolutely! We're happy to make any changes that would help your program and students.
- Notify your Food Bank coordinator of any changes, especially in enrollment so that you receive enough food to distribute.
- Changes can be made up to 3 business days prior to picking up an order.
- Changes include, but are not limited to: fluctuations in enrollment, adjustments to orders (ex. send more breakfast items, no more pasta, etc.), and skipping a scheduled pickup/delivery.

Q: How do I read the invoice I got with my order?

Special Instructions:

BACKPACK PROGRAM. 33 KIDS. PLEASE ADD BREAD AND FRESH FRUIT TO ORDER.

Slip Via: Pick-up

Product Reference	Description	Storage	---Weight---			Shared Maintenance		----- Cost -----	
			Quantity	Unit	Total	/Lb	Total	Unit	Total
20086	* NNY MOTT'S APPLESAUCE -FREE!	DR	3	18.00	54	\$0.00	\$0.00	\$0.000	\$0.00
747	* ORGANIC CUT GREEN BEANS	DR	1	13.00	13	\$0.16	\$2.08	\$0.000	\$0.00
1056	COOP CHILI WITH BEANS	DR	1	13.00	13	\$0.00	\$0.00	\$18.410	\$18.41
1129	* COOP MACARONI & CHEESE	DR	2	14.00	28	\$0.00	\$0.00	\$10.100	\$20.20
4176	GOOD THINS SEA SALT CORN SNACKS	DR	3	3.00	9	\$0.16	\$1.44	\$0.000	\$0.00
USD911	* USDA PEARS BOSCH FRESH CNT 40 LB -- 111423	RE	1	40.00	40	\$0.00	\$0.00	\$0.000	\$0.00
1	* BREAD	RE	33	1.00	33	\$0.00	\$0.00	\$0.000	\$0.00
Invoice Totals:			44		190		\$3.52		\$38.61

TOTAL CHARGES: \$42.13

LESS Grant: BP 21-22 21-22 BACKPACK : \$42.13

1	Number of cases on order
2	Weight of each case
3	Total weight of cases (column 1 x column 2)

4	Cost of Donated food (column 3 x \$0.16)
5	Cost per case of purchased food
6	Total cost of purchased food (column 1 x column 5)

Please note, the number of items/servings per case is not listed anywhere on the invoice!

Q: I did not receive an item that was listed on my invoice,
what should I do?

- Please check your order to verify that you have received all items on your invoice when you pick up the food (either at the delivery site or Food Bank).
- Only sign the invoice when you're sure you've gotten everything listed on the invoice. Signing the invoice indicates you have received all product listed.
- If your order is missing items, please notify Food Bank warehouse staff or driver immediately so that an adjustment may be made to your invoice.

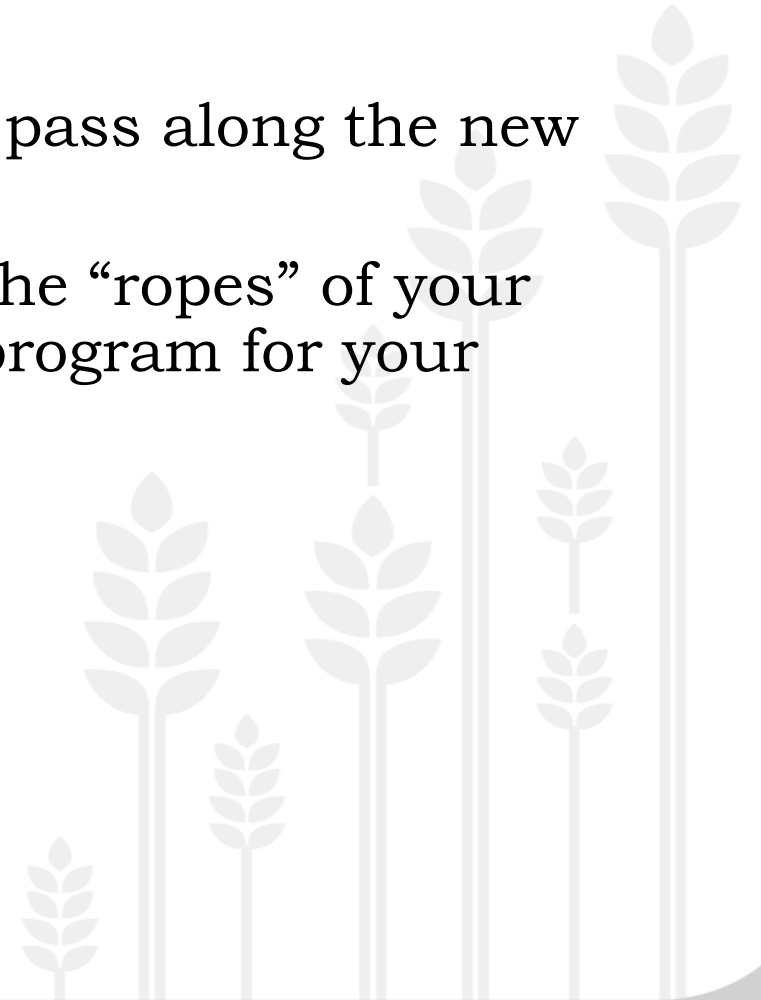
Q: Where can I get an invoice for overall Backpack expenses?

- Invoices are primarily provided by request.
- Contact your Food Bank contact.



Q: What if another person steps in to run the Backpack program at my school?

- Please let your Food Bank contact know, and pass along the new coordinator's contact information.
- If possible, please show the new coordinator the “ropes” of your Backpack program to avoid interrupting the program for your students.



Q: I'm new to the program. I received my order,
but not my milk and egg cards.

- For existing sites, milk and egg cards for the entire school year are sent in the mail in September/October.
- For new sites, cards are mailed in time for your first distribution to students.

Q: How can someone donate to our program?

- Donations can be made online on the Regional Food Bank Website:
www.regionalfoodbank.net

Click:	Donate Now
	Select donation amount/frequency
	Apply My Donation To Children's Programs (BackPack/School Pantry)
	Donate Once
	In the Notes field, enter the school district/name

- Donations can also be mailed via check:
Regional Food Bank of NENY
965 Albany Shaker Rd.
Latham, NY 12110
(Payable to the Regional Food Bank with BP name in the memo line)
- We will send a thank you letter to all donors. We will also let the Financial Contact for your BackPack Program know when a donation has been.

Q: What happens in the event of a snowday?

- Very rarely does the Food Bank postpone/cancel deliveries or pickups. If this does happen, we will contact you via email and phone call as soon as the decision has been made.
- If you are unable to make your scheduled pickup/delivery for any reason, please let us know ASAP, and we will work with you to figure out an alternative.

If you have questions that aren't answered here, please reach out to your Food Bank contact, or any member of the Children's Program team!

THANK YOU FOR YOUR HARD WORK
AND PARTNERSHIP!