

## FREQUENTLY ASKED QUESTIONS

- 1. How do I know if an organization is eligible to be a member of Shared Harvest Foodbank?** If the organization is a 501(c)3 non-profit corporation, and provides food services to people in need, it is probably eligible.
- 2. How do I know what Shared Harvest programs an organization is eligible for?** Generally, all organizations in our territory are eligible for all of the programs we operate, except those organizations that fall under the Supplemental Program definition.
- 3. So how does an organization become a full member of Shared Harvest?** By completing an application, sending a copy of your 501(c)3 determination letter from the IRS, and sending copies of information requested in the application. If the organization wants access to USDA commodities, complete and return the USDA Commodities contract along with the foodbank application and attend the annual mandatory member agency conference.
- 4. How long does it take to become a full member of Shared Harvest?** Once the application is returned and it is complete, we will set up an appointment to visit the organization and verify the information on the application. Then, we ask the applicant organization to come into the Foodbank for an orientation and the applicant organization can place the first order while walking through the warehouse. After that, the member organization is given a user ID and password and may visit our website and view the inventory available to order 24 hours a day. If all goes well, the membership application process takes about four to six weeks to complete.
- 5. Do I buy food from Shared Harvest Foodbank?** The per pound fee charged is not for the food, but for our costs in finding, transporting, warehousing, handling and distributing donated food. USDA commodities carry up to an 18¢ per pound handling fee (FFY2014 is set at 10¢ per pound). The Ohio Food Purchase Program and the Ohio Agriculture Clearance program provides food at no charge. The Feeding America and donated product may carry a per pound charge, not to exceed 18¢ per pound for product ready to be distributed. Some product requires repackaging and the cost for this product will not exceed 21¢ per pound.

If the member organization participates in our Foodbank Market Program, they are paying what we pay, plus a small markup to cover our handling.

- 6. Why does the member organization pay by the pound for food and other supplies from Shared Harvest?** These per pound charges are called Shared Maintenance Fees or Shares. Shares are designed to equally share the cost of shipping, warehousing and handling donations by Shared Harvest, among the many members that get food from us. The fairest way to share this cost is to figure how much it costs us to get the food from the donors warehouse (wherever that may be) to the member trucks, and then divide that by the number of pounds involved in that particular product. In some instances it cost us more than the 18 – 20¢ per pound, but the shares will not exceed those caps. In some instances it costs us less than the 18 – 20¢ per pound, so

your “share” of the expense is less. In no way should this be interpreted as “buying” food from Shared Harvest – the member organization is sharing in the operating costs of the foodbank so we all benefit from a larger supply of donated foods.

- 7. What are the benefits of belonging to Shared Harvest Foodbank?** Our members have been able to provide more food for fewer dollars because of the shared maintenance concept explained above. Most of our membership tells us that they have been able to multiply their food budget eight fold – for every dollar shared with the foodbank, they were able to provide \$8 worth of groceries. This foodbank participates in three major food drives each year, if the member organization is located in a county where we conduct a food drive, they will receive a portion of the food collected in their county, depending on how many people the member serves. This food drive food carries no shares. Finally, we receive donations of fresh fruits, vegetables and dairy products – and because of the short shelf life, these products are provided at no shares also.
  
- 8. Okay, so what’s the catch?** There is no “catch”. We ask the member to provide monthly statistics, actively participate in the foodbank, adhere to our policies and guidelines, and (if a TEFAP contractor) adhere to the program rules in the Regional Plan and the Food Programs Manual and pay the shares within 30 days of getting food from the foodbank. That’s it!

If you still have questions, please call the foodbank at 1.800.352.3663, Sarah, Darrell or Tina will be glad to help you. Otherwise, just complete an application and/or USDA contract and return to:

Sarah Ormbrek  
Shared Harvest Foodbank  
5901 Dixie Highway  
Fairfield, Ohio 45014-4207

## **SO ONCE I'M A MEMBER, HOW DO I GET FOOD?**

### **On Line:**

Visit our web page at: [www.sharedharvest.org](http://www.sharedharvest.org) (see User Manual for detailed instructions)

### **By Phone:**

- Call 800-352-3663 if out of the Cincinnati calling area or 874-0114 if in the Cincinnati calling area
- Orders are taken by phone 9:30 a.m. – 2:00 p.m. Monday – Friday
- Have a day and time selected for your preferred pick-up or delivery. We will confirm if your preferred time is available or work with you to find a time that fits our schedule and yours. *Please Note: We cannot take your order unless you schedule a date and time for pick up.*
- Have your order ready, know what you want and how many cases of each item you want. We do not hold items for you without a complete order.
- Please give us the item number first so we can key it into our system.
- *Please Note: If you miss your scheduled pick up time and have not called us, your order will be returned to stock.*

### **By Fax:**

- Dial 513-874-0152, 24 hours, 7 days a week
- Be sure to include organization name, phone number and contact person on each faxed page.
- List preferred time and date of pick up at warehouse. We will confirm if your preferred time is available or work with you to find a time that fits our schedule and yours. *Please Note: We cannot take your order unless you schedule a date and time for pick up.*

## **COMMUNICATION WITH SHARED HARVEST FOODBANK**

Darrell Sandlin, Chief Operating Officer. Darrell will be your primary contact for placing telephone or faxed orders and pickup and delivery appointment changes. He can be reached by email: [darrell@sharedharvest.org](mailto:darrell@sharedharvest.org)

Sarah Ormbrek, Agency Relations Director. Sarah will be your primary contact for membership questions, problems and suggestions. She will complete your site reviews and periodically call you to stay in touch or offer special products. Sarah manages all online orders. She can be reached by email: [sarah@sharedharvest.org](mailto:sarah@sharedharvest.org)

Rick Devine, Operations Manager. Rick will be your primary contact for fresh produce. Contact Rick a day or two before you are scheduled to receive your order to ask if there is any fresh produce. He can be reached by email: [rick@sharedharvest.org](mailto:rick@sharedharvest.org)

Tina Osso, Executive Director. The buck stops here, so to speak. Call Tina at any time with any question. She can be reached by email: [tina@sharedharvest.org](mailto:tina@sharedharvest.org)

All staff can be reached Monday – Friday, 7:30a to 3:30p at 513-874-0114 or 800-352-36623 if outside of Cincinnati bell calling area.