Central Pantry
Community Guide

A Program of The Food Bank for Central and Northeast Missouri

Version 1

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ABOUT CENTRAL PANTRY

Central Pantry is a program operated by The Food Bank for Central & Northeast Missouri (The Food Bank). The Food Bank is part of the Feeding America network consisting of over 200 food banks across the United States who work to procure food and funding to alleviate food insecurity. Central Pantry offers supplemental food for people experiencing nutrition insecurity, also referred to as neighbors, in Boone County Missouri. The purpose of this community guide is to set forth a foundation for operating Central Pantry and guidelines for all who visit.

Connecting with Central Pantry

Distribution Address	1007 Big Bear Blvd., Columbia, MO 65202
Telephone	573-874-7848
Website	www.sharefoodbringhope.org/central-pantry-boone-county
Twitter	@TheFoodBankMO
Facebook	The Food Bank for Central & Northeast Missouri
Instagram	@TheFoodBankMO

The Central Pantry leadership team, consisting of a Director and a Manager, receives guidance and oversight from the Chief Programs Officer and the Chief Executive Officer at The Food Bank for Central and Northeast Missouri.

OPERATING HOURS

Tuesday – Friday 10 a.m. – 4 p.m.
Saturday 10 a.m. – 2 p.m.

Early Shopping Hours are available for the following populations:

Group	Day of Week	Check-In Time
SIL Transportation/SIL Veteran Bus	Tuesday	9 – 9:30 a.m.
Bethel Ridge Apartments Bus	Wednesday	9 – 9:30 a.m.
SIL Veteran Transportation and Caseworkers	Thursday	9 – 9:30 a.m.

Holiday Closures

Central Pantry observes closures for the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving (Thursday – Saturday)
- Christmas Eve
- Christmas Day

Closures for Central Pantry staff professional development will occur on a quarterly basis. These dates will be advertised on the Central Pantry website and through social media outlets.

Inclement Weather

The Food Bank's leadership team makes the decision to close or delay opening with input from the Central Pantry Director and Manager. In the event of a closure or delay, the communications team will alert neighbors through social media. Please note, if open during inclement weather, Central Pantry may be operating at limited capacity due to reduced staff and volunteers.

COMMUNITY CONDUCT

The Food Bank's Central Pantry strives to create a safe and welcoming environment for all. In order to do so, we ask that employees, volunteers, visiting services, and neighbors accessing resources act with kindness and respect towards everyone, the food, and the facility.

Positive Conduct

Positive conduct from employees, volunteers, and neighbors accessing resources at Central Pantry is always welcome as it's essential to creating a safe environment.

Respect

- Respect other neighbors, volunteers and staff members;
- Respect other people's privacy during check-in by waiting in the lobby marked by blue line;
- Respect everyone's varying levels of need for supplemental food;
- Respect people's self-expression, gender-expression and religious expression even when they are different from your personal views;

Integrity

- Communicate openly, honestly and transparently. Ask question if you need help understanding. Shop only for your household or people who allow you to shop for them;
- A complete shop includes using one cart per household, one circle around the store;
- Express self-respect through healthy boundary-setting;

Stewardship

- Reduce waste by following the guidelines on the food items;
- Take care and responsibility of The Food Bank's property such as shopping carts. Return carts to designated area after emptying them;
- Help keep our space clean by placing trash in trashcan, recycling cardboard, and notifying a volunteer or staff member of a spill.

Compassion

- Show patience, understanding, and flexibility when met with obstacles including limited donations or wait times;
- Please be kind to staff, volunteers, and other neighbors visiting Central Pantry;

Negative Conduct

In order to create a safe and welcoming experience, individuals who fail to follow the Community Guidelines set out in the document may be subject to the following consequences:

30-Day Suspension

The neighbor will be mailed **three** paper notices: a 30-day suspension letter, a letter of community values, and a Boone County Food Resources Flyer. The letter of community values explains the positive conduct that aligns with Central Pantry and The Food Bank's core values. A date will be written on the suspension letter when the neighbor can return to Central Pantry. The suspended individual may appoint a proxy – another individual who has permission to shop at Central Pantry during the suspended period. Central Pantry Director and Manager will keep the suspension documentation on file.

90-Day Suspension

The neighbor will be mailed **three** paper notices: a 90-day suspension letter, a letter of community values, and a Boone County Food Resources Flyer. The letter of community values explains the positive conduct that aligns with Central Pantry and The Food Bank's core values. A date will be written on the suspension letter when the neighbor can return to Central Pantry. The suspended individual may appoint a proxy – another individual who has permission to shop at Central Pantry during the suspended period. Central Pantry Director and Manager will keep the suspension documentation on file.

Termination of Visiting Central Pantry

The neighbor will be provided **three** paper notices: a termination letter, a letter of community values, and a Boone County Food Resources Flyer. The letter of community values explains the positive conduct

that aligns with Central Pantry and The Food Bank's core values. A neighbor or person that asked not to return to Central Pantry may not return to be on the property of Central Pantry or The Food Bank. The neighbor may designate a proxy to shop each month. Central Pantry Director and Manager will keep the termination documentation on file.

Zero-Tolerance

Drugs (including marijuana), alcohol, weapons and firearms are not allowed in Central Pantry or on The Food Bank's property. Any item identified as a weapon or firearm by the Director or Manager must be surrendered upon entry to the building. If a neighbor brings any of these items to Central Pantry, staff will contact the Columbia Police Department.

Central Pantry seeks to be a safe place for employees, volunteers, and neighbors accessing resources. Central Pantry staff will ask individuals who engage in any of the following behaviors to leave or will contact the Columbia Police Department. The behavior will also result in a suspension as outlined previously in this document.

- Physical violence: when a person hurts or tries to hurt another person by hitting, kicking, or using another type of physical force including weapons.
- Verbal violence: when a person uses their words to harass, assault, dominate, ridicule, manipulate, and/or degrade another person. This includes threats to staff and other neighbors.
- Sexual violence: when any sexual activity happens without consent, including sexual harassment and indecent exposure.

Additional Conduct for Staff and Volunteers

Staff and volunteers are not allowed to provide the following personal assistance or information:

- Rides home for volunteers and people visiting the pantry
- Personal telephone numbers and addresses
- Food deliveries to households

PROGRAMS

Central Pantry is a program operated by The Food Bank and administers additional programs available to people who live or work in Boone County. The following list are program names and definitions operated by Central Panty. See each program's section for more information.

Program Title	Program Information
Central Pantry	Central Pantry offers free supplemental food one-time per calendar month to people who live or work in Boone County.
Sharing Room	Central Pantry offers an option for all to access free supplemental food, regardless of Boone County residence. See more information about the

	sharing room under *Food Distribution - Services for All* under Central Pantry below.
Share Packs	Central Pantry offers a package of supplemental food intended to last 1-2 days.
ProjectDash	Central Pantry offers delivery of free supplemental food to people within 10 miles of our locations. A delivery through the ProjectDash program replaces the one-time in-person visit to Central Pantry.
Commodity Supplemental Food Program (CSFP)	Also known as the Senior Box Program, Central Pantry distributes this additional box of supplemental food for qualifying people age 60+. See Commodity Supplemental Food Program for more information.
VIP Veteran Packs	Available for veterans on a first-come, first-served basis starting on the 5th of every month. Veterans may receive this additional supplemental box containing hygiene products and food items. These boxes are built by The Food Bank. The variety and quantity of the box contents will vary from month to month.

Central Pantry

Central Pantry offers free supplemental food one-time per calendar month to people who live or work in Boone County. Food distributed by Central Pantry is primarily donated. Central Pantry strives to offer a healthy and balanced variety of food products based on the donations received.

Accessibility and Neighbor Intake

Persons who live or work in Boone County may visit Central Pantry are considered an in-area neighbor. Central Pantry employees/volunteers must have one of the following on file in the client services software to indicate an in-service neighbor:

- A Boone County address on file or;
- A note with the name of the place employment for the neighbor who works in Boone County.

A form of identification, mail and paystubs are **never required** to verify identity, address or income. Updates to neighbor accounts at Central Pantry will be made on a rolling basis. A staff member or volunteer will inquire about updates to household, name, address, and qualifying information every time a visit is documented at Central Pantry to ensure our database is always updated. Central Pantry and The Food Bank never sells or shares any information. We may use aggregate data of who utilizes Central Pantry to write grants for money or food to support operations.

Out-of-area neighbors are defined as people who do not live or work in Boone County. Out-of-area neighbors may not shop in Central Pantry but are welcome to visit the sharing room (see FOOD DISTRIBUTION below). An out-of-area neighbor that has an approved exception to visit Central Pantry is considered an in-area neighbor.

Exceptions may be made for out-of-area neighbors who do not live or work in Boone County to utilize Central Pantry's resources as an in-area neighbor would. Examples include, but are not limited to a household with a person receiving medical treatment in Boone County, or a household or person living in a safe house with a sponsoring organization located in Boone County.

A note must be made in the household account for any exception made and a date for when the exception expires. For other exceptions, please have the Manager or Director review the request for approval before documenting the decision.

Household Composition

People located at the same address are considered separate if one group or person is paying rent to another person. Households that split rent or have shared livings costs are considered the same household.

Persons may be added to a household's account if they consistently reside in the household more than 50% of the week or month, whichever is lesser (e.g. 4 days per week or 14 days out of the month).

Children under a shared custody agreement may be documented in both parents' accounts. Custody paperwork is **not required** to verify this arrangement.

Food Distribution

Services for All

Sharing Room

The sharing room is available to everyone, regardless of income or county residence. Neighbors may visit the sharing room as needed and may fill up to one (1) shopping bag per day with food. If the person is an in-area neighbor who is planning to check-in to visit the pantry, we ask that the neighbor does not shop the sharing room and prioritizes what Central Pantry is offering on the retail floor so others have a chance to receive supplemental food.

It may only be stocked with donated food products. The Emergency Food Assistance Program (TEFAP) also known as the food items marked with USDA may not be placed in the sharing room. Depending on the availability of produce and food products, the sharing room may be limited and stocked during specific hours. When the food stocked in the sharing room is limited due to supply, signage will be hung explaining the supply and when food is expected to be stocked in the room.

Services for In-Area Neighbors

Pantry

Central Pantry offers supplemental food for households experiencing nutrition insecurity in Boone County. Central Pantry offers a choice model, allowing neighbors to decline food items that are unwanted which also helps reduce food waste overall.

A visit to Central Pantry includes:

- Supplemental food for households determined by the numbers listed on each item,
- One (1) shopping cart per household
- One (1) circle around the store

Checking-In: It is required that a neighbor check into the pantry to shop. Documenting the assistance Central Pantry provides contributes valuable data for grant-writing efforts.

If a neighbor would like to see what the pantry is offering, you must check-in to view the products. If after viewing the products, you decide that you do not want the food, return to the check-in counter to remove your assistance with Central Pantry so you can return at a later date.

Proxy Visit: A proxy is defined as a person who is authorized to act for another person. Anyone may send a proxy to complete a visit to Central Pantry on their behalf. Central Pantry staff and volunteers will document the proxy's full name in the description of the assistance documented that day.

Caseworker Visit: People (neighbors) with caseworkers will be allowed to shop one time per month.

Assistance per Calendar Month *Assistance is not tracked by date visited during the month. One visit per calendar month.*	
1 visit	Most households.
2 visits 2 Share Packs	People currently experiencing homelessness, residing in a hotel/motel, residing in shelter, recovery or transitional housing.
Already Received Assistance for the Month? *Additional assistance provided based on volume of donations and level of food security.*	
Sharing Room+	Anyone regardless of Boone County residence may select groceries from the sharing room when Central Pantry is open.
Share Packs*	May be offered a Share Pack and list of community resources such as: • List of Boone Co. Food Resources • SNAP (Food Stamps) postcard • Medicaid Information (Anthem handout) • VAC flyer • CMCA flyer
Emergency Food Pick-Up	Household can utilize emergency food pick-up one time every three months. The reason for emergency will be noted in description for assistance selected. Additional community resources will be offered such as: • List of Boone Co. Food Resources • SNAP (Food Stamps) postcard • Medicaid Information (Anthem handout) • VAC flyer • CMCA flyer
+ The sharing room stock may not be stocked the entire day or limited to certain hours based on the volume of donations Central Pantry receives. **Share Packs are available depending on resources/donations available to build the Share Packs. Share Pack supply is also dependent upon community demand and employee and volunteer capacity.*	

Services for Out-of-Area Neighbors

Out-of-area neighbors are defined as people who do not live or work in Boone County and do not have an approved exception to visit Central Pantry as an in-area neighbor.

Staff and/or volunteers will take time to learn about the household's situation. The sliding scale of resource options will be referenced to offer to household. Resources are available based on donation inventory and community demand.

CENTRAL PANTRY RESOURCES
Share Pack and water bottles.
Share Pack, water bottles, fresh produce selection from the sharing room.
Central Pantry. Complete intake to ease access to other pantries in the neighbor's service area.
Central Pantry. Complete intake to ease access to other pantries in the neighbor's service area. Provide print out of pantries in the neighbor's service area.

Specialized Distribution

Central Pantry may receive high-value items that are limited in quantity. High-value may be defined in dollar value or social value, such as the Thanksgiving turkey. Central Pantry will collaborate with The Food Bank's Communication Team to advertise some specialized distributions and their requirements through social media.

Other high-value items that are donated to Central Pantry may be distributed through a raffle system or at random choice depending on staffing and volunteer capacity. Items that are raffled off are not

advertised and are not scheduled. Raffles are activated at random depending on number of volunteers and what tasks are prioritized to be accomplished at the pantry.

ProjectDash

ProjectDash *is a monthly delivery of food distributed by Central Pantry. This delivery replaces the monthly in-person visit at Central Pantry.* ProjectDash deliveries are limited to 50 deliveries per month. The monthly call-in dates to schedule a delivery and delivery dates will be determined two months in advance of for each half of the year. The January through June schedule will be determined by November 1 and the July through December schedule will be determined by May 1. You may opt to be on a permanent recipient list so monthly call-in orders are not required.

ProjectDash deliveries first must follow the guidelines set forth by DoorDash:

- Deliveries must be within 10 miles of the pick-up location (1007 Big Bear Blvd.) and;
- Each delivery must weigh no more than 25 pounds

ProjectDash deliveries are **currently available to 50 people** who meet DoorDash's residency guidelines and are a person who is one of the following:

- Age 60+
- Living with a disability
- A Veteran

ProjectDash deliveries may be used in emergency situations. Central Pantry staff will educate and encourage neighbors to utilize the service during the scheduled time(s) to help streamline the logistics of organizing deliveries. ProjectDash is expected to expand over time depending on the pantry's capacity.

Staff and volunteers are not allowed to make deliveries to households.

Commodity Supplemental Food Program (CSFP)

Commodity Supplemental Food Program (CSFP) is an additional supplemental food program also known as Senior Boxes. CSFP is a program administered at the federal level by Food and Nutrition Service (FNS) and at the state level through Missouri Department for Health and Senior Services (DHSS). Central Pantry is the local agency that determines eligibility by using the federal guidelines, distributes the food, and provides nutrition education.

2023 CSFP Income Guidelines (updated February each year)	
Family Size	Monthly Income
1	$1,580
2	$2,137
3	$2,694
4	$3,250
5	$3,807
6	$4,364
7	$4,921
8	$5,478

Each additional family member	Plus $557

For more information regarding CSFP, please see the CSFP Procedure Manual located at Central Pantry. More information may be found online by visiting Missouri's Health and Senior Services CSFP webpage.

Application

CSFP requires an application to be submitted and approved. The application can be downloaded from the Central Pantry website. The application must be submitted to Central Pantry either electronically (email), by mail, or delivered in-person. A form of identification must be verified before the application can be certified.

CSFP participants who are approved by Central Pantry and receiving their boxes from Central Pantry must not receive their senior box from other pantries in Boone County or outside of Boone County.

Distribution

5th – 25th of Every Month	Senior Boxes available* for pick up for active participants.
26th of Every Month	Senior Boxes available for active participants and participants on the wait list.
* *The availability of the boxes starting on the 5th of every month may vary depending on the day of the week the 5th of the month lands. Central Pantry may be closed on the 5th and we may have not received the shipment of CSFP/Senior Boxes by the 5th to begin distribution.*	

Senior Boxes must be signed for when being picked up. The Senior Box may be picked up separately from a visit/shop within Central Pantry.

A proxy may pick up the Senior Box on behalf of a friend, family member, or neighbor. Central Pantry staff and volunteers will document the proxy's full name in the description of the assistance documented that day. The proxy will sign their name for the person's Senior Box. The proxy form is available on Central Pantry's website.

VIP Veteran Packs

VIP Veteran Packs are available to veterans or people who have served in the military. To receive a VIP Veteran Pack, a form of documentation must be shown as **proof of service** such as a VA ID card, or discharge papers. Veteran status will be documented in Central Pantry's intake system. Proof of veteran status will not be required to be verified again.

Boxes are available on a first-come, first-served basis starting on the 5th* of every month. These boxes are built by The Food Bank. The variety and quantity of the box contents will vary from month to month.

The VIP Veteran Pack may be picked up separately from a visit/shop within Central Pantry.

A proxy may pick up the VIP Veteran pack on behalf of a friend, family member, or neighbor. Central Pantry staff and volunteers will document the proxy's full name in the description of the assistance documented that day.

**The availability of the boxes starting on the 5th of every month may vary depending on the day of the week the 5th of the month lands. Central Pantry may be closed on the 5th and we may have not received the shipment of VIP Packs by the 5th to begin distribution.*

FOOD SOURCING

Central Pantry receives donations from local community members and by operating a retail and restaurant rescue program. Central Pantry also receives USDA food and Feeding America food through The Food Bank's food sourcing efforts.

Local Donations

Central Pantry will accept food donations during the following times:

Monday	12 p.m. – 1 p.m.
Tuesday – Friday	11 a.m. – 2 p.m.
Saturday	12 p.m. – 1 p.m.

Larger donations that exceed 10 pounds must be taken through the back gate of Central Pantry. Smaller donations of 10 pounds or lighter may be accepted at Central Pantry's front desk.

Retail and Restaurant Rescue

Central Pantry operates a retail and restaurant rescue route six days per week. The Food Bank's Food Sourcing team develops new partners for Central Pantry and other partner agencies.

Central Pantry Stewardship of Donated Goods

Donations received by Central Pantry are intended to be distributed to neighbors accessing Central Pantry's resources. Employees and volunteers are trained and entrusted to ensure that donated goods are distributed neighbors accessing Central Pantry's services.

NUTRITION EDUCATION

Central Pantry hosts nutrition education activities and food demonstrations lead by The Food Bank and local partners in Boone County.

Pantry2Plate

Pantry2Plate is a food demonstration and sampling station lead by The Food Bank's Dietitian. Pantry2Plate demonstrations are often staffed by volunteers or local college students. View the visiting services calendar when Pantry2Plate is planned and to see what recipe or food is featured in the Pantry2Plate.

VOLUNTEERS

Central Pantry gladly welcomes volunteers to help The Food Bank and Central Pantry in the mission to serve people experiencing food insecurity in Boone County. Central Pantry accepts eight (8) volunteers per shift to help with food distribution, sorting, stocking, gleaning, and neighbor experience.

Central Pantry's available volunteer shifts are as follows:

Days	Shifts		
Tuesday - Friday	9:30 a.m. – 11:30 a.m.	11:30 a.m. – 2 p.m.	2 p.m. – 4 p.m.
Saturday	9:30 a.m. – 11:30 a.m.	11:30 a.m. – 2 p.m.	

People in need of completing community service hours are welcome to serve at Central Pantry. Community Service screening must be completed prior to completing hours with us.

Please refer to The Food Bank for Central and Northeast Missouri's Volunteer Handbook to learn more about community service screenings, scheduling and reporting hours, safety protocol, and non-discrimination and harassment policies.

Volunteers at Central Pantry will receive a tour of Central Pantry at the beginning of their first shift. Volunteer tasks and roles will be explained throughout the tour. Volunteer roles during shift may vary based on current needs and goals. Privacy of all in Central Pantry must be respected. Photos and videos may not be taken of anyone without their permission. Violations of this community guide may result in not being allowed to return to Central Pantry.

Volunteers are expected to maintain good stewardship of donated goods. Donations received by Central Pantry are intended to be distributed to neighbors accessing Central Pantry's resources. It is understood that volunteers are contributing to Central Pantry's operations and to The Food Bank's mission to end hunger in the Central and Northeast region of Missouri without compensation, this includes food. A volunteer is welcome to create an account with Central Pantry and log monthly shops. Neighbors and employees are also held to this standard.