



# MEMBERSHIP HANDBOOK



  
**FEEDING  
AMERICA**  
Eastern Wisconsin



## OUR COMMITMENT TO MEMBERS

---

Driven by our mission to solve hunger, and our vision of a hunger-free Wisconsin, Feeding America Eastern Wisconsin is bringing more people around the table.

---



We work with a network of 600 member agencies in 36 counties across eastern Wisconsin. Our members include programs such as food pantries, soup kitchens, meal programs and others.

Feeding America Eastern Wisconsin is the largest hunger-relief organization in the state, operating food distribution centers in Milwaukee and the Fox Valley. We are proud members of Feeding America, a national network of more than 200 food distribution centers across the country, and the largest domestic hunger-relief agency in the United States.

Our members are at the frontline of hunger relief and a critical part of the Feeding America Eastern Wisconsin network across the 36 counties we serve. Together we provide access to healthy and nutritious food to families and individuals facing hunger. We could not do this without you.

In addition to providing food and other necessary household products, Feeding America Eastern Wisconsin is proud to provide its Members with many benefits, including:

- Easy online ordering and convenient pick-up or delivery options
- Access to grant-funded opportunities and programs such as food fund and capacity building grants, FoodShare (SNAP) and other program resources
- Promotion of your organization on our online member agency locator
- Invitations to Feeding America Eastern Wisconsin signature events including the annual conference and Hunger Summit
- Opportunity to be featured as hunger relief success stories in our publications and on our website

As part of our partnership, Feeding America Eastern Wisconsin is committed to supporting you and our communities.

Our mission is to solve hunger. The best way to do that is by supporting you and the communities we serve.

As part of our partnership, we offer resources to help improve the services you provide and increase your capacity to serve. We work to support the foundation of your organization while strengthening our network by providing education on food safety and handling, grant-funded opportunities, networking events, various training opportunities and more.

As a Feeding America Eastern Wisconsin member agency, you benefit from our relationships. We maximize our food sourcing and network connections to provide you with high-quality, nutritious food. We are supported by a family of volunteers and dedicated staff committed to ensuring our facilities and the products you receive meet industry requirements, quality expectations and food-safety standards.

Our online ordering system guarantees equal access for all members to food and other products from our distribution centers. Our food is transported using refrigerated vehicles or other necessary storage to ensure the quality of the product is maintained for your clients.

We understand that quality starts with us. It's our promise to meet the expectations of the communities we both serve.

# our commitment

## Membership Requirements

Member agencies must meet the following requirements to help strengthen our partnership and ensure the quality of service provided to clients.

- Operate a food distribution program that is open to the public
- Maintain 501(c)(3) or equivalent tax-exempt status
- Reside in a non-residential or commercially zoned building
- Be registered with United Way's 2-1-1 help guide
- Be open at least twice a month for a minimum of two hours per distribution, a minimum of nine months of the year
- Distribute a minimum of 4,000 pounds of food from the food bank per calendar year
- Serve fifteen or more unduplicated households per month
- Must be in operation for six months prior to applying for membership



*"As a result of our membership with Feeding America Eastern Wisconsin, we have access to unique food items that we could not capture or afford to purchase on our own. Our membership provides ease of ordering, delivery and pickup, education, and is a cost-effective way to support hunger relief for our agency."*

*—Terri Green, executive director at Oshkosh Area Community Pantry*

become a  
**member**



## How to Apply for Membership

We invite you to join us as we work together to solve hunger. Take these next steps to become a member.

- Complete an application
- Conduct a site visit with our Member Services team
- Participate in a new member orientation

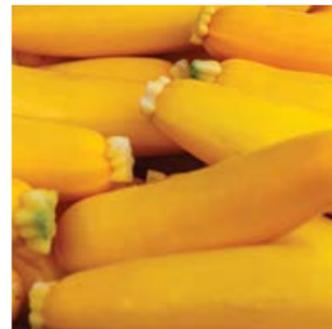
For more information, please contact our Member Services team.

**Southeast 414-931-7400**  
**Northeast 920-202-3690**

# Food Bank Member FAQs

## Where do you get the food from?

Feeding America Eastern Wisconsin gets its food from a variety of different sources, primarily national and local donors like food processors and wholesalers, as well as retailers and distributors. We also purchase food in order to maintain a varied inventory.



## Do you distribute “expired” food?

No. Product dating is typically used by manufacturers and retailers to trace and rotate product. We sometimes receive donated product past the “Sell By” or “Best By” date and follow the United States Department of Agriculture (USDA) guidelines on extended product shelf life. Donated product is sorted by volunteers to eliminate expired food before it can be made available to members.



## Is there a membership fee?

There is no fee to become a member of Feeding America Eastern Wisconsin.



## Is there a minimum amount of food I need to order?

Members are required to distribute a minimum of 4,000 pounds of food received from the food bank to their clients in a calendar year.

## What types of products can I get from the food bank?

We have the capacity to store and distribute large amounts of refrigerated and frozen products to our network. Our food bank provides a variety of fresh products such as meat, dairy and produce, along with shelf-stable items.

## Do you charge a fee for products?

Many products are free, but sometimes carry a shared maintenance fee of no more than 19 cents per pound in order to help pay warehousing, transportation and other administrative expenses.

## How do I receive food?

We offer members an opportunity to pick up and receive orders either at the food bank locations or at a scheduled centralized pick-up location. We also offer delivery for a small fee to help pay the cost of transportation.

## How often can I order food?

Every member is provided access to our online inventory of food and other products 24/7.





**MISSION** To solve hunger.

**VISION** A hunger-free Wisconsin.

**CORE VALUE** Collaboration  
Commitment  
Compassion  
Dignity  
Innovation  
Sustainability

**GUIDING PRINCIPLES** We believe ...

- ... together we can solve hunger.
- ... access to nutritious food is a right for all.
- ... all people deserve to be treated with dignity and compassion.
- ... collaboration with partners throughout our community lead to innovative solutions.
- ... our people are our most valuable asset.
- ... in fiscal responsibility, transparency and accountability.



FeedingAmericaWI.org



**Southeast**

1700 W. Fond du Lac Avenue  
Milwaukee, WI 53205  
414.931.7400

**Northeast**

2911 W. Evergreen Drive  
Appleton, WI 54913  
920.202.3690