

Agency Assessment Training



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Case Study – Food Pantry

Assessment Example – Case Study – Linda’s Food Pantry

Linda is the leader of a food pantry that picks up donated food from local grocery stores and restaurants and distributes food to families in need. Linda developed this program as a personal mission over 10 years ago. Linda has worked with her church to provide space for food storage and distribution.

Linda coordinates a group of over 25 dedicated volunteers that are involved with picking up food, storing and organizing food, and distributing food to those in need. The food pantry is now serving over 30 families. The food pantry is open for distribution on Monday, Wednesday and Friday from 9am to noon.

Linda worked in a restaurant prior to organizing the food pantry so she has had formal food safety training in the past but is not currently certified. Linda and food bank volunteers have reviewed and follow donor’s written food safety procedures however do not have a formal internal food safety program.

Linda is now interested in performing a self-assessment of her group to determine how her group and policies stack up when assessed for good food safety practices. Linda is also aware that some donors are requiring additional verification of training and food safety practices and so she wants to get ahead of the curve to ensure she retains, and can expand, current sources of food.

Assessment Example – Case Study – Linda’s Food Pantry

1.0 Food Safety Training

The following summarizes the recommended and minimal level of knowledge required for compliance for a Food Pantry program involved with transporting and distributing food and not involved with food preparation. It is recommended that the Program leader receive formal food safety training and certification however following are minimum requirements.

Program Leader

1. Recommend formal food safety training and certification.
2. Basic Food Safety Training Video
3. Transporters Training Module
4. Transport and Receiving Video
5. Review of Program Procedures

Staff

1. Basic Food Safety Training Video
2. Review of Program Procedures

Transporters

1. Transporters Training Module
2. Transport and Receiving Video
3. Review of Program Procedures

Other Food Handlers

1. Basic Food Safety Training Video
2. Review of Program Procedures

Linda was not aware that free on-line food safety training was available that could be used to help train her volunteers. Linda has reviewed free training available and has decided that she will require all volunteers to view the basic food safety video and for transporters to review additional training aids specifically for transporting food.

Because she has not yet shared these new training requirements with all volunteers Linda notes in the self-assessment comment section that her program is not currently in compliance. She also identifies as a corrective action her plans to act quickly to get all volunteers to view videos and review program procedures.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
1.1	Food Safety Training - Staff	Y	30 days	Minimal level met however Leader will look into food handler certification.	Linda to identify formal training for food handler certification and cost.
1.2	Food Safety Training - Transporters	N	30 days	Not all transporters have viewed transport and receiving video	Linda to contact transporters to complete minimum requirements
1.3	Food Safety Training – Other food handlers	N	30 days	Not all food handlers have viewed basic food safety video	Linda to contact volunteers and provide info on how to access basic food safety training matl & video

Assessment Example – Case Study – Linda’s Food Pantry

2.1 Handwashing & Good Personal Hygiene

Hands washed with soap and water and when become contaminated. Workers good personal appearance and hygiene.

Linda has made good personal hygiene and cleanliness an important part of her program from the beginning and reviews this with volunteers all the time as she knows good personal hygiene and appearance is both important to her donors and client families and is also necessary to ensure good food safety practices.

Therefore Linda notes on the self-assessment form that her program is in compliance with this requirement.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
2.1	Handwashing & Good Personal Hygiene	Y	immediate		

2.2 Proper ill worker practices

Workers showing signs of illness are excluded fro working in food areas

Linda has internal processes in place that require all volunteers to call-in if they are sick so that she can arrange for other volunteers to take their place. Therefore she is aware that volunteers are aware of this requirement and do not handle food when sick.

Therefore Linda notes on the self-assessment form that his program is in compliance with this requirement.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
2.2	Proper ill worker practices	Y	immediate		

Assessment Example – Case Study – Linda’s Food Pantry

3.1 Proper Transport Containers & Receiving

Clean approved transport containers are used (pouches, coolers). Food secure & under control of transporter at all times.

Linda always makes sure that all volunteers have access to and use insulated containers for transporting refrigerated and frozen food. At a minimum, freezer packs and insulated transport pouches that can be zippered shut are used. For some routes insulated coolers are used.

Therefore Linda notes on the self-assessment form that her program is in compliance with this requirement.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
3.1	Proper Transport Containers & Practices	Y	Next Pick-up		

3.2 Proper Temperature Control & Reporting

For refrigerated items & frozen, temp checked/confirmed frozen and logged at agency receiving food. Food also reviewed for any cross contamination or unsafe packaging. Log maintained 2 years

Linda knows volunteers are inspecting food to ensure frozen food is still frozen when received and that refrigerated food goes directly into insulated transport containers when picked-up. Linda also knows that her volunteers use Elog Mobile to enter quantity and temperature information on their smartphones and therefore are in compliance with recording of receiving temp and that a electronic receiving temp log is maintained. Linda also knows her volunteers inspect food and reject items if packaging is dirty, leaking, or discolored however she does not believe the discarded food is entered in Elog Mobile.

Therefore Linda notes on the self-assessment that her program is not in compliance with documenting rejected food that is discarded and notes this on assessment. Linda immediately contacts volunteers to ensure all rejected & discarded food is recorded.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
3.2	Proper Temperature Control & Reporting	N	immediate	Make sure all rejected and discarded food is recorded on receiving log.	Immediately contact volunteers to make sure all rejected & discarded food is recorded.

Assessment Example – Case Study – Linda’s Food Pantry

3.3 Cleanliness of Non-Food Contact Surfaces

Surfaces used to load/unload packaged food is clean

All the food picked up by Linda’s volunteers is packaged. Linda also knows that the surfaces used to unload pick-ups and transfer packaged food to storage are clean as she checks on this herself.

Therefore Linda notes on the self-assessment form that her program is in compliance with this requirement.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
3.3	Cleanliness of Non-Food Contact Surfaces	Y	immediate		

3.4 Food Contact Surfaces Cleaned & Sanitized

Surfaces that come in contact with unpackaged food is clean and sanitized

Linda’s transport volunteers only handle packaged food and she restricts handling and storage transfer to a specific area.

The food pantry does however occasionally repackage product in which cases food contact surfaces are both cleaned and sanitized. To make sure volunteers fully understand that surfaces need to be sanitized on those occasions when food is repackaged, Linda makes a note to prepare signs to reinforce this requirement with volunteers.

Because food contact surfaces are cleaned and sanitized, Linda notes on the self-assessment form that this requirement is in compliance but also notes her plans to reinforce this requirement.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
3.4	Food Contact Surfaces Cleaned & Sanitized	Y	immediate	Reinforce surfaces are to be sanitized when come in contact with food.	Prepare signs to sanitize surfaces if surface will come in contact with unpacked food

Assessment Example – Case Study – Linda’s Food Pantry

4.1 Storage Temperature

Temperature of refrigeration used for storing food measured with thermometer and logged every operating shift. Log maintained 2 yrs.

Linda has refrigerator thermometers in all refrigerators and freezers and also keeps a log to record temperatures taped to the front of all refrigeration units. However Linda has not always recorded the temperature twice on each operating shift and kept refrigeration logs on file .

Therefore Linda notes on the assessment that her agency is not in compliance with this requirement and notes that she will begin recording refrigerators and freezers temp twice each operating shift.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
4.1	Storage Temp	N	Immediate	Temp is not always recorded twice each shift on the refrigeration log	Record temp on refrigeration logs for all refrigerators and freezers at least twice per operating shift and file logs.

4.2 Receiving and Storage Conditions

Safe, clean, sealed containers, no raw food stored above ready too eat food, organized, stored at least 6 inches from floor

The area used to receive food and the food storage areas for both dry goods and refrigerated food is organized and clean.

Linda inspects these areas and confirms that no raw food is stored above ready to eat food and that all food is stored at least six inches off the floor.

Therefore Linda notes on the assessment that her agency is in compliance with this requirement.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
4.2	Receiving and storage conditions	Y	One week		

Assessment Example – Case Study – Linda’s Food Pantry

4.3 Labeling

Description and date

Volunteers inspect incoming food to make sure that all packaged food is labeled including prepared food received in food safe plastic bags from restaurants. At a minimum all labeling includes a description of the food, date and source.

Linda inspects food on hand to confirm it is properly labeled and finds all items are properly labeled.

Therefore Linda notes on the assessment that her agency is in compliance with this requirement.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
4.3	Labeling	Y	Begin Immediately		

4.4 Storage Rotation

Organized for First Expired, First-Out (FEFO)

Because Linda’s Food Pantry is not open 7 days a week, Linda knows it is very important to make sure food is rotated properly. Linda reinforces this with volunteers and has set up a rotation process for all food. Linda checks refrigerated food a couple of times each week to make sure this food is rotated properly as she know this food must be rotated and food beyond expiration requirements must be discarded.

Linda inspects refrigerated and other food storage areas and determines volunteers are properly rotating food.

Therefore Linda notes on the assessment that her agency is in compliance with this requirement.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
4.4	Storage Rotation	Y	Begin Immediately		

Assessment Example – Case Study – Linda’s Food Pantry

5.1 Refrigerated food Distribution - sandwich 3days, 2 hour rule

Sandwiches used within 3 days, Refrig food cannot be displayed out of refrig for more than 2 hours. Discard if out of refrig over 2 hours

Linda’s internal food bank procedures focus extra attention on refrigerated items and procedures require that all sandwiches are distributed within three days. Food is also refrigerated until distributed to clients. If refrigerated food is displayed outside of refrigeration, it is either distributed or discarded and not returned to refrigerated storage.

Therefore Linda notes that her agency is in compliance with this requirement.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
5.1	Refrig Food Distribution	Y	immediate		

5.2 Other Donor Specific Distribution Procedures followed

Refrig food displayed out of refrig must be distrib or discarded. Perishable must be distributed, frozen, or discarded after 3 days

One donor has additional requirements for donated food that other donors do not require. To address these Linda has implemented these requirements for all food received and distributed. These requirements include not returning refrigerated items that have been displayed to storage, and making sure all perishable ambient food donations are distributed, frozen or discarded after 3 days. This donor also requires that refrigeration logs and calibration logs must be available for at least 2 years and Linda has implemented a filing system to make sure this is done.

In her review, Linda determines that some bakery items are kept longer than 3 day and therefore notes on thee assessment she is not in compliance with this requirement

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
5.2	Other Donor Specific distribution procedures	N	immediate	Some bakery items kept longer than 3 days.	Implement policy to discard baked goods if not distributed in 3 days.

Assessment Example – Case Study – Linda’s Food Pantry

5.3 Serving Line - Cold & Hot Held Food

Serving Line Temp controlled (versus time control 2 hr rule). Cold Held Foods held below 41°F. Hot Held Foods held above 135°F

Linda’s food pantry does not serve unpackaged food and therefore does not have serving lines for cold and hot held foods.

Therefore this requirement does not apply to her agency and she notes this on the assessment.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
5.3	Serving Line- Cold & Hot Held Food	N/A	immediate		

6.1 Thermometers

Thermometers available, calibrated and calibration logged cleaned and sanitized. Log maintained 2 years.

Linda’s volunteers use thermometers to check temperature however Linda is not sure if all thermometer calibrations are logged.

Linda looks for the calibration log that she used in the past but could not find it. Therefore Linda realizes she needs to advise all volunteers using thermometers of the need to record thermometer calibrations in the log. Linda also decides to post the log on the bulletin board so that all can use and so she can file when it is filled.

Linda also advises all volunteers of where the alcohol swabs are kept to ensure thermometers are properly sanitized.

Linda notes in the comment section that this requirement needs reviewed with all volunteers checking temperatures and notes as a corrective action to follow-up on implementation of calibration log.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
6.1	Thermometers	N	One week	Thermometer calibrations not logged	Implement thermometer calibration logs

Assessment Example – Case Study – Linda’s Food Pantry

6.2 Food Contact Surfaces – Food Preparation

All food contact surfaces used for food preparation must be Cleaned and Sanitized

Linda’s Food Pantry occasionally repackage product if packaged quantities are too large for distribution to families. All repackaged food is done under the strict supervision of Linda to make sure unpackaged food is handled properly. Because Linda is involved with all repackaged product, Linda knows that food contact surfaces are both cleaned and sanitized.

As noted in assessment section 3.4, to make sure volunteers fully understand that surfaces need to be sanitized on those occasions when food is repackaged, Linda makes a note to prepare signs to reinforce this requirement with volunteers.

Because food contact surfaces are cleaned and sanitized, Linda notes on the self-assessment form that this requirement is in compliance but also notes her plans to reinforce this requirement.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
6.2	Food Contact Surfaces – Food Preparation	Y	immediate	Reinforce surfaces are to be sanitized when come in contact with food.	Prepare signs to sanitize surfaces

6.3 Dishwashing Facilities

Three compartment sink preferred. Document process if not

The church facilities that Linda uses only has a two compartment sink. However because Linda’s Food Pantry is not involved with food preparation, this sink is adequate. Linda makes sure that all utensils that come in contact with food are properly cleaned and sanitized.

Linda notes in the comments section that the food pantry is not involved with food prep and therefore 2 compartment sink is considered adequate.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
6.3	Dishwashing Facilities	Y	30 days	No food prep. Therefore 2 compartment sink adequate	

Assessment Example – Case Study – Linda’s Food Pantry

7.1 Handwashing

Handwashing sink accessible at all time

The church facilities has a sink in the kitchen area and bathrooms. Soft soap and clean paper towels are kept by all sinks. The church has also posted proper hand washing instructions by all sinks.

Therefore Linda notes on the assessment that her agency is in compliance with this section.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
7.1	Handwashing	Y	30 days		

7.2 Overall Cleanliness

Non-food contact surfaces and equipment are clean

Linda understands the need to keep facilities clean for food safety but also understands facilities need to be kept clean for good presentation to clients and to show appreciation to the church for use of their facilities.

Linda inspects facilities and confirms it is clean and well maintained.

Therefore she notes on the assessment her agency is in compliance with this section.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
7.2	Overall Cleanliness	Y	immediate		

Assessment Example – Case Study – Linda’s Food Pantry

7.3 Chemical Storage

Chemical properly labeled and stored separate from food

All chemicals are stored under the sink and separate from food storage areas.

Linda inspects chemical storage area and determines that all chemicals are properly stored and labeled.

Therefore Linda notes on the assessment that her agency is in compliance with this section.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
7.3	Chemical Storage	Y	One week		

7.4 Pest Control

Free from insect and rodent activity and pest inspections performed

The church hires a pest control service that inspects and treats the facility four times a year and Linda has not seen any evidence of bugs or pests.

Linda notes that inspections are conducted 4 times a year in the comment section of the log and also notes that her agency is in compliance with this section.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
7.4	Pest Control	Y	30 days	Pest control inspects & treats 4 times a year	

Assessment Example – Case Study – Linda’s Food Pantry

7.5 Collection / Disposal

Containers cleaned and covered, trash regularly removed to proper trash collection area

The church does a good job of keeping the dumpster area clean and Linda makes sure trash is taken out regularly.

Linda inspects the areas used by the food pantry and confirms that trash containers are properly maintained.

Therefore Linda notes on the assessment that her agency is in compliance with this section.

Sect	Description	Compliance? Y/N/NA	Noncompliance Max correct action timing	Open Issue	Corrective Action Required
7.5	Collection/Disposal	Y	One Week		

General Comments

Section available at bottom of Assessment to note general comments related to assessment.

Linda decided it would be a good idea to share the results of her self-assessment with all those involved with the food pantry to make sure she was accurate in her assessment and to reinforce key requirements with all volunteers.

Linda also plans on checking up on corrective action items in 30 days to make sure the corrective actions related to training and other items implemented.

Corrective actions requiring follow-up in 30 days to confirm in-place.

1. Linda to identify formal training for food handler certification and cost.
2. Linda to contact transporters to complete minimum training requirements.
3. Linda to contact volunteers and provide info on how to access Basic Food Training material and video.
4. Linda to reinforce logging requirements for rejected & discarded food in Receiving log.
5. Prepare and post signs to sanitize surfaces if surfaces will come in contact with unpackaged food.
6. Record temp on refrigeration log for all refrigerators and freezers at least twice per operating shift and file logs.
7. Implement thermometer calibration log.

Linda notes these planned actions in the general comment section to help make sure corrective actions required are implemented.

General Comments:

Will share results of self-assessment with all volunteers and reinforce need to be aware of and practice good food safety requirement at all times. Will follow-up on open issues and corrective actions in 30 days.

Agency Assessment



Date: 12/22/15
 Agency ID: 12345B
 Name of Agency: Linda's Food Pantry
 Type of Agency: Food Pantry
 Assessment prepared by: Linda

On-Site Assessment - Identify items that Agency is "not meeting requirement" and prepare open issue and actions required for non-compliance items.

	In Compliance? Y/N/NA	Not in compliance max corrective action timing	Comments	Corrective Action Required (Action, Who Responsible, Timing)
1.0 Food Safety Training				
1.1	Y	30 days	Minimal level met - leader will look into food handler permit	Linda to review formal training for certification and cost
1.2	N	30 days	Not all transporters have viewed transport & receiving video	Linda to contact drivers to complete min requirements
1.3	N	30 days	Not all food handlers have viewed basic food safety video	Linda to contact volunteers and provide info on how to access food training matl & video
2.0 Food Workers & Employee Health				
2.1	Y	Immediate		
2.2	Y	Immediate		
3.0 Transportation & Receiving				
3.1	Y	Next Pick-up		
3.2	N	Immediate	Make sure all rejected and discarded food is recorded on receiving log	Immediately contact volunteers to make sure all rejected & discarded food is recorded.
3.3	Y	Immediate		
3.4	Y	Immediate	Reinforce surfaces are to be sanitized when come in contact with food	Prepare signs to sanitize surfaces f surface will come in contact with unpackaged food
4.0 Storage				
4.1	N	Immediate	Temp is not always recorded twice each operating day on refrig log	Record temp on refrig logs for all coolers & freezers at least twice per operating day and file logs
4.2	Y	One Week		
4.3	Y	Begin Immediate		
4.4	Y	Begin Immediate		
5.0 Distribution				
5.1	Y	Immediate		
5.2	N	Immediate	Some bakery items kept longer than 3 days	Implement policy to discard baked good if not distributed in 3 days
5.3	N/A	Immediate		
6.0 Equipment and Utensils				
6.1	N	One Week	Thermometer calibrations not logged	Implement thermometer calibration logs
6.2	Y	Immediate	Reinforce sanitize surfaces when come in contact with food	Post signs to sanitize surfaces coming in direct contact with food
6.3	Y	30 Days	No food preparation therefore 2 compartment sink adequate	
7.0 Facilities & Housekeeping				
7.1	Y	30 Days		
7.2	Y	Immediate		
7.3	Y	One Week		
7.4	Y	30 Days	Pest control service inspects & treats 4 times a year	
7.5	Y	One Week		

 = Entry Required

General Comments: Will share results of self-assessment with all volunteers and reinforce need to be aware of and practice good food safety requirement at all times. Will follow-up on open issues and corrective actions in 30 days.

Standards for Assessment

Not in compliance
max corrective
action timing

Standards Guidelines

1.0 Food Safety Training

1.1	Food Safety Training - Staff	30 days	Staff food safety training and certifications. Food safety program documented & maintain training logs 2 yrs.
1.2	Food Safety Training - Transporters	30 days	HSN Transport training completed.
1.3	Food Safety Training - Other food handlers	30 days	Basic Food Safety Training completed.

2.0 Food Workers & Employee Health

2.1	Hand washing & Good Personal Hygiene	Immediate	Hands washed with soap and water and when become contaminated. Workers good personal appearance and hygiene.
2.2	Proper ill worker practices	Immediate	Workers showing signs of illness are excluded from working in food areas.

3.0 Transportation & Receiving

3.1	Proper Transport Containers & Practices	Next Pick-up	Clean approved transport containers are used (pouches, coolers). Food secure & under control of transporter at all times.
3.2	Proper Temperature Control & Reporting	Immediate	For refrigerated items & frozen, temp checked/confirmed frozen and logged at agency receiving food. Food also reviewed for any cross contamination or unsafe packaging. Log maintained 2 yrs.
3.3	Cleanliness of Non-Food Contact Surfaces	Immediate	Surfaces used to load/unload packaged food is clean
3.4	Food Contact Surfaces Cleaned & Sanitized	Immediate	Surfaces that come in contact with unpackaged food is clean and sanitized.

4.0 Storage

4.1	Storage Temp	Immediate	Temperature of refrigeration used for donated food logged every operating shift. Log maintained 2 yrs.
4.2	Receiving & Storage Conditions	One Week	Safe, clean, sealed containers, no raw above ready to eat, organized, 6 inches from floor
4.3	Labeling	Begin Immediate	Description and date
4.4	Storage Rotation	Begin Immediate	Organized for First-Expired, First-Out (FEFO)

5.0 Distribution

5.1	Refrig food Distr- sandwich 3days, 2 hour rule	Immediate	Sandwiches used within 3 days, Refrig food cannot be displayed out of refrig for more than 2 hours. Discard if out of refrig over 2 hours
5.2	Other Donor Specific Distr. Procedures	Immediate	Starbucks- Refrig food displayed out of refrig must be distrib or discarded. Perishable must be distributed, frozen, or discarded after 3 days
5.3	Serving line temp control-Cold & Hot Held	Immediate	Serving Line Temp controlled (versus time control 2 hr rule). Cold Held Foods held below 41°F. Hot Held Foods held above 135°F

6.0 Equipment and Utensils

6.1	Thermometers	One Week	Thermometers available, calibrated, and calibration logged. Log maintained 2 yrs.
6.2	Food Contact Surfaces - Food Preparation	Immediate	All food contact surfaces used for food preparation must be Cleaned and Sanitized
6.3	Dishwashing Facilities	30 days	Three compartment sink preferred. Document process if not

7.0 Facilities & Housekeeping

7.1	Handwashing	30 Days	Handwashing sink accessible at all time
7.2	Overall Cleanliness	Immediate	Non-food contact surfaces and equipment is clean
7.3	Chemical storage	One Week	Chemical properly labeled and stored separate from food
7.4	Pest Control	30 Days	Free of insect and rodent activity and pest inspections performed
7.5	Collection/Disposal	One Week	Containers cleaned and covered, trash regularly removed to proper trash collection area