



**REGIONAL
FOOD BANK**
OF OKLAHOMA®

Senior Congregate Program Training

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CONTENTS

- **Overview of Senior Congregate Program and Program Requirements**
- Orders and Deliveries
- Invoices and Statements
- Food Safety Requirements
- Frequently Asked Questions

Program Overview and Requirements

- **Senior Congregate** program partners of the Regional Food Bank of Oklahoma have the ability to access and place orders from the Regional Food Bank's online inventory platform for use of senior meal creation.
- **Program Requirements:**
 - Place orders at least once every six months
 - Maintain food safety guidelines
 - Daily fridge/freezer temperature log completion
 - Complete annual report by deadline

When compared to those who are food secure, food insecure older adults are...

- 2.3x more likely to suffer from depression
- 19% more likely to have high blood pressure
- 57% more likely to have congestive heart failure
- 65% more likely to be diabetic



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Agency Express

- All orders are placed through the online inventory platform, Agency Express.



FEEDING AMERICA

AGENCYExpress®

Login

User Name:

Password:
 [Forgot Password?](#)

Program Code:
 [Forgot Program Code?](#)

Remember me next time.

Need to clear your username and program code? [Click Here](#)

Log In

Orders and Delivery

- Order window opens **8 calendar days** before the delivery date.
- Order deadline is **8:00 a.m. 2 business days** before the delivery date.
- For order and delivery assistance, please contact:
 - **RFBO Help Desk**, helpdesk@rfbo.org, call or text 405-600-3152
 - Hours of Operation: 6AM – 5PM Monday – Friday

Delivery Inspection

- The Agency will inspect each delivery upon receipt.
- If any product is found to be unusable or missing, the agency will email the *RFBO Help Desk* (helpdesk@rfbo.org) within 24 hours of receipt; email must contain pictures of the damaged product, in order to be credited for the damage.
- After receiving authorization from the RFBO, the agency will destroy the unusable product and ensure it cannot be eaten.



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Invoices and Statements

- An automated system generated **invoice** will be sent to the email address on file with each order processing.
- **Please do not remit payment** based on total listed on the invoice.
- **Statements** are mailed during the middle of the following month.
- Payment is due within 60 days of statement date.

System Generated Invoice



Regional Food Bank of Oklahoma
 3355 South Purdue
 PO Box 268984
 Oklahoma City, OK 73126-8984

INVOICE

Route: 4
 Stop: 2
 Leg: 0

Invoice Number:
 Invoice Date: 11/16/2022
 Page: 1

Bill
 To:

Ship
 To:

Ship Via Delivery Delivery to Drop site for Pick Up
 Ship Date 11/16/2022
 Appt. Time 9:00:00 AM
 Due Date 11/16/2022
 Terms

Parent Agency ID
 Agency ID
 Your Reference No.
 Order Date 11/8/2022
 Resp. Person

Delivery Info:

Item No.	Description	Unit	Gross Weight	Qty.	Unit Fee	Cubic Feet	Total Price
416452	Baking and Cooking #10 cans Foodservice	Case	48	1	8.64	2	8.64
323124	Beans - Pinto Canned 12/15 oz	Case	23	2	8.63	1	17.26
127295	Carrots Sliced 12/3 lbs	Case	36	1	6.48	2	6.48





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Food Safety Requirements

- Conduct recurring food safety training, keeping training logs on file recommended.
- Set the temperature of freezers at or below 0°F to keep products frozen.
- Place a thermometer inside each cooler and freezer.
- Keep daily record of temperatures in temperature log.

Refrigerator/Freezer Log

Month: _____ Year: _____ Appliance: _____

Refrigerator / Freezer Log

s: On-site feeding programs (sites that prepare meals) must record temperatures before the start of food p
a meal. Food pantries and shelters must record temperatures at least weekly. Refrigerators need to mainta
re of 40° or below, and freezers at or below 0°.

	Time	Temp	Initials	Corrective Action Taken



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Frequently Asked Questions

- **Do I have to submit a report for this program?**

A: Yes, a required annual agency survey/report is due every January.

- **Can I charge a fee to clients for meals?**

A: No, clients cannot be charged a fee for meals.

- **Do I have to place an order every month?**

A: No, at least one order must be placed every six months.

- **Who do I contact when the Senior Congregate program coordinator for the agency changes?**

A: Please complete the [Agency Contact Change Notice](#) form located on the **Food for Seniors Resources page** on RFBO.org.

Frequently Asked Questions

- **Who do I contact for order and delivery assistance?**

A: RFBO Help Desk, helpdesk@rfbo.org, call or text 405-600-3152. Hours of Operation: 6AM – 5PM Monday – Friday.

- **Can we use these meals for other events, activities, or clients?**

A: No, the items purchased for the Senior Congregate Program cannot be used for other meal services or events. Agencies using purchased products for events or activities outside of the outlined program (without prior written authorization) will be subject to termination of program participation.



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**Thank you for your
partnership!**