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YFI: See "Youth & Families Initiatives"

Glossary of Terms

2-1-1: 2-1-1- is a free and confidential service for people with questions about health & human service programs in their area. Maine has a 2-1-1 call center that offers information and referrals for programs across the entire state. 2-1-1 can be called from anywhere or people can search the 2-1-1 database themselves (<https://211maine.org/>). We regularly encourage partner agencies to promote and use 2-1-1 to provide information to their community members.

501(c)3: Section 501(c)3 is the portion of the US Internal Revenue Code that allows for federal tax exemption of nonprofit organizations, specifically those that are considered public charities, private foundations, or private operating foundations. For more information on 501(c)3 designations, see “Agencies.”

Advocacy: Advocacy is a building of public support for a particular cause or policy. GSFb’s Public Policy department advocates for programs and policies that reduce hunger or the risk of hunger for Mainers. The department regularly engages with partner agencies and some community members in its advocacy efforts.

Advocacy Advisory Council (AAC): The Food Bank created the Advocacy Advisory Council in fall 2022 to support building our advocacy agendas to address root causes of hunger, created in collaboration by an equal partnership of people with lived experience, GSFb staff and members from its Board of Directors, and community organizations.

Agencies (also called “Partners” or “Partner Agencies”): Partner agencies are nonprofit organizations partnered with Good Shepherd Food Bank that are supplied with food to distribute to those in need. All partners of the Food Bank must have an independent 501(c)3 tax code designation or be sponsored by a 501(c)3. Agencies applying for partnership must submit a 501(c)3 determination letter or a sponsorship form. GSFb has two agency “levels”:

- Tier One Partner Agencies: These are 501(c)3 agencies that work with low-income people and may offer some food support, but they are not *primarily* a hunger-relief program, and/or they do not operate year-round. Examples include adult group homes, healthcare sites, and summer camp programs. Tier 1 agencies have access to GSFb’s purchased product only.
- Tier Two Agency Partner Agencies: These are 501(c)3 agencies that work with low-income people primarily on hunger-relief. These include food pantries, soup kitchens, some shelters, school pantries, and youth programs. Tier 2 agencies have access to both purchased and donated product.

AmeriCorps/VISTA: AmeriCorps and VISTA (Volunteers In Service To America) members are adults who volunteer at non-profits to deliver the non-profit’s programming or direct service to communities (AmeriCorps) or to conduct special projects to build the capacity of the non-profit to increase its service (VISTA). GSFb has used AmeriCorps members for its Cooking Matters program to deliver cooking and nutrition classes to communities and VISTAs to perform case studies, needs assessments, mapping, and volunteering.

Backpack Program (BP): A backpack program provides children with healthy, easy-to-prepare food for weekends and school vacations, when the school meals they rely on are unavailable. Some partner agencies of GSFb sponsor these backpack distribution programs with their local schools; GSFb transitioned its sponsored programs to School Pantries in Fall 2020.

Black, Indigenous, (and) People of Color (BIPOC): BIPOC is widely used as a term for members of nonwhite communities.

Campaign to End Hunger in Maine: GSFb’s Development division has undertaken a multi-year comprehensive fundraising campaign that has incremental goals and strategies to raise money for and awareness around GSFb’s work in ending hunger in Maine. A comprehensive fundraising campaign consists of engaging individual donors of many giving levels, foundations, and businesses. The VP and Director of Development give regular updates to staff on the progress of the campaign. FY2023 is the 4th of the 6-year campaign.

Capacity Building Grants: GSFb provides money to hunger-relief programs (partner agencies and others) regularly to build their capacity to assist more people in their community, to assist more communities in their region, to expand their current offerings of food or information, to build infrastructure, to provide training to volunteers, etc. Agencies apply for grants and report their results.

Child and Adult Care Food Program-At Risk (CACFP): CACFP is a federal meal reimbursement program for programs providing meals to children and adults as part of their care. The Child and Adult Care Food Program provides meals and snacks to children at family day care homes, childcare centers, homeless shelters, and after-school programs, and to older or functionally impaired adults at adult day care centers. GSFb has one sponsored program in the Bangor area. At GSFb, this program is under the Youth & Families Initiatives umbrella.

Commodity Supplemental Food Program (CSFP): The Commodity Supplemental Food Program (CSFP) works to improve the health of low-income persons at least 60 years of age by supplementing their diets with nutritious foods purchased by the United States Department of Agriculture (USDA). Each month, income-eligible seniors receive ~30 pounds of nutritious food at no charge. In Maine, the Department of Agriculture, Conservation, & Forestry (DACF) oversees the CSFP program; the regional Area Agencies on Aging (AAA or sometimes called “Triple A-s”) review applications for income eligibility and keep track of and communicate with those on the list. GSFb assembles and delivers the boxes of food for distribution to sites across the state which may include food pantries, soup kitchens, adult learning centers, senior community meals, etc. At GSFb, CSFP boxes are assembled in our Hampden distribution center.

Community-Driven Strategies (CDS): CDS is a major strategic initiative of GSFb’s, overseen by the President and VP of Community Partnerships. Community-Driven Strategies works within identified geographic areas to engage agency partners, other organizations, businesses, and individual community members to create solutions to problems that create or exacerbate hunger. GSFb acts as the facilitator and provides resources, including money, for community members and organizations to meet, identify, and experiment with initiatives to decrease hunger.

Community Health and Hunger Program (CHHP): Good Shepherd Food Bank partners with healthcare providers to connect food insecure patients with community resources and the food they need to live healthier lives. Additionally, Good Shepherd Food Bank provides training to healthcare partners interested in the Hunger Vital Signs™ Food Insecurity Screening questions as part of routine patient visits. Healthcare partners are provided with pre-packed emergency food bags and fresh produce for immediate distribution to those identified as food insecure. At GSFb, these Community Health & Hunger bags are assembled in our Hampden distribution center. A healthcare partner could be a doctor’s office, hospital, or clinic. To learn more about our healthcare partnerships, visit <https://www.gsfb.org/community-health-and-hunger/>.

Community Redistribution Fund (CRF): The purpose of the Community Redistribution Fund is to support organizations’ efforts to address the disproportionate impact of food insecurity and increase access to culturally relevant foods. Eligibility for funding is limited to organizations primarily led by and working with communities of color, Indigenous, refugee, immigrant, and asylum-seeking populations in the state of Maine.

Community Resources Department: This GSFb team, part of the Community Partnerships division, works closely with partner agencies to bolster Maine’s hunger relief network, providing education and support for food pantries, soup kitchens, and shelters.

Community Resources Representative (CRR): Community Resources’ staff consists of Community Resource Representatives (CRRs), each with a particular geographic area and set of agencies they represent. CRRs are seen as the “go-to” people at the Food Bank for information about and contact with GSFb’s partner agencies. The Community Resources team is also responsible for the relationships between retail donors and partner agencies receiving retail donations.

Cooking Matters (CM): Cooking Matters Maine is a program of Good Shepherd Food Bank and is overseen by our Nutrition & Education Department (part of the Community Partnerships division). CM provides low-income people at risk of hunger with hands-on cooking and nutrition classes teaching healthy eating, cooking skills, food shopping, and budgeting led by volunteer professional chefs and nutritionists. Classes are offered at no charge to participants. GSFb conducts classes through its own staff, but the bulk of classes are provided by SNAP-Educators and the University of Maine Cooperative Extension. Classes are

available in all of Maine’s 16 counties. Some of the curricula offered are Cooking Matters for Families, Cooking Matters for Parents, Cooking Matters for Teens, and Cooking Matters for Child Care Professionals.

Core Values: The set of beliefs that are core to GSFb’s mission and that we strive to work by, both within our staff and in communities, to provide lasting hunger relief to all Mainers who need it. GSFb’s Core Values are:

- **Partnership:** We endeavor to provide the best possible experience to everyone we engage with, basing interactions on a foundation of equity, integrity, and humility.
- **Agility:** We promote an organizational culture that encourages new ideas, improvements, flexibility, and innovations, and turns challenges into opportunities.
- **Inclusion:** We respect the breadth of life experiences across the communities we partner with, holding people struggling with hunger at the center of our decisions and actions.

Data Services International (DSI): DSI is a warehouse management system (WMS), software that helps GSFb manage and control daily warehouse operations.

Department of Agriculture, Conservation & Forestry (DACF): Maine’s DACF oversees several programs, including the U. S. Department of Agriculture’s commodity foods programs (CSFP and TEFAP). DACF contracts with GSFb for storage, management, and distribution of commodities to eligible programs and people in Maine.

Direct Distribution: A distribution of surplus products or donations from GSFb made directly to community members, or a distribution made to an underserved area in need of additional resources. Examples of events include produce pop-ups or Lettuce Share distributions.

Distribution Center (DC): A warehouse location where food products are brought/received, inspected, sorted, and stored for distribution to partner agencies statewide. Good Shepherd Food Bank has two distribution centers, one located in Auburn and the other in Hampden.

Donor: Those individuals or organizations that make monetary or product donations (large or small), as well as those who volunteer services and/or time to Good Shepherd Food Bank.

Drop Site: A facility or lot used by GSFb to deliver food/goods to multiple partner agencies in a geographic area, usually due to a long distance from a distribution center. Agencies pick up from the drop site rather than from one of GSFb’s distribution centers. “Drops” are scheduled on a regular basis, from once a month to more frequently; there is no charge for delivery of GSFb product.

Equity, Diversity, & Inclusion (EDI): GSFb has undertaken the work of becoming a more equitable, diverse, and inclusive organization by adopting EDI as a strategic priority for the Food Bank. Currently, GSFb staff is developing a EDI plan; an EDI Committee oversees the work of sub-committees (all staff) in 5 key areas: Human Resources, Organizational Development, Training/Education, Internal Culture, and Partner Network.

Feeding America® (FA): Feeding America® is the national network of more than 200 food banks located across the United States. GSFb is a member of Feeding America®, and receives data, best practices, networking and training opportunities, grants, and professional consulting on advocacy and fundraising from Feeding America® and other food banks. Feeding America® headquarters are located in Chicago, IL.

Food Bank: Food banks provide a central location for the receipt of donated and purchased food for distribution to local nonprofits in their communities. Food banks do not conduct direct distribution to individuals in communities, except in some cases (see “Direct Distribution”). (Note: some food pantries use the term “food bank” in their names; the key difference is that they supply food directly to community members.)

Food Drive: A food drive is a community-led effort to collect foods for distribution to the hungry. Food drives are organized by groups such as schools, congregations, associations, and businesses. GSFB does not conduct food drives; community food drives are referred to the local food pantry.

Food Mobile (FM): At times, communities can experience an emergency that impacts food supply for a portion of its residents, e.g., a weather crisis, a large employer going out of business, or a fire or accident at the local pantry. At those times, GSFB may utilize the Food Mobile to drive food into the community for direct distribution. The Community Resources team manages the Food Mobile and is in contact with local partners when a community emergency arises.

Food Nutrition Services (FNS): This federal agency, part of the U. S. Department of Agriculture, oversees federal nutrition programs for low-income individuals and families, including TEFAP, SNAP, school-based programs, and WIC.

Food Pantry (FP): Food pantries are community-based, nonprofit food assistance program. Food pantries are places where individuals receive a supply of food to take home and prepare. Food may be given in pre-assembled bags/boxes or by “client choice,” which allows community members to select their own food based on personal preferences or health needs.

Food Safety: Poor food handling and/or preparation is dangerous and can cause illness or death. Each Good Shepherd Food Bank partner is held to the utmost food safety standards to lessen the chance of community members contracting a food-borne illness which can compromise their health and their ability to work or care for themselves or their families. Safe food handling practices include ensuring that food is stored in appropriate temperature ranges and is protected from contamination, pests, theft, or intentional tampering. Partner agencies of GSFB are required to complete food safety training to learn about the safe storage, handling, and distribution of food.

Food Security: Food security is assured access to enough nutritious food to sustain an active and healthy life, including food availability (adequate food supply), food access (people can get to food), and appropriate food use (the body’s absorption of essential nutrients).

Food Security as defined by the USDA:

- **High Food Security:** Households had no problem, or anxiety about, consistently accessing adequate food
- **Marginal Food Security:** Households had problems or anxiety at times about accessing adequate food, but the quality, variety, and quantity of their food were not substantially reduced
- **Low Food Security:** Households reduced the quality, variety, and desirability of their diets, but the quantity of food intake and normal eating patterns were not substantially disrupted
- **Very Low Food Security:** At times during the year, eating patterns of one or more household members were disrupted and food intake reduced because the household lacked money or other resources for food.

Characteristics of a food secure community include:

- Availability of a variety of foods at a reasonable cost
- Ready access to grocery stores and other food sources
- Enough personal income to purchase adequate food to meet nutritional needs for all household members
- Freedom to choose acceptable foods
- Personal confidence in the safety and quantity of food available
- Easy access to good information about nutrition

Foods to Encourage (F2E): Foods to Encourage is Feeding America®’s approach to estimate the nutritional contributions of food categories in food banks’ inventories. Using categories provided by Feeding America®, GSFB calculates its distributed Foods to Encourage alongside all product distributed. GSFB leadership sets a Foods to Encourage goal each fiscal year. In recent years, Feeding America® has started to incorporate evidence-based guidelines emerging from Healthy Eating Research (HER), a national program of the Robert Wood Johnson Foundation, with Foods to Encourage.

Fresh Rescue: Hannaford’s program for “rescuing” fresh food that cannot be sold but is still consumable and can be used by partner agencies. See “Retail Pick-up Program.”

Kids Café: The Kid’s Café program provides highly nutritious, kid-friendly snacks and prepared meals at community locations during afterschool hours. In addition to providing a safe space for children to work on homework and explore new interests, Kid’s Café partners also host nutrition education programs for participants’ year round.

Mainers Feeding Mainers (MFM): A program at Good Shepherd Food Bank that sources food from local farms and other food programs, creates local partnerships between farmers and ending-hunger partner agencies, and provides a reliable customer to farmers.

Meal Gap: Calculated each year by Feeding America, the Meal Gap is the number of meals needed by food insecure persons in states and counties. The Meal Gap takes into consideration SNAP and other benefits and the number of meals the state’s food bank(s) provide; the difference between those “meals provided” and the state’s food insecurity estimate determines the gap – how many meals are needed to ensure that no one in Maine is hungry.

Network Advisory Council (NAC): A group of partner agency leaders who’ve joined forces with Good Shepherd Food Bank to form the Network Advisory Council. This group meets quarterly to provide support and feedback to GSFb on topics that may include product purchasing, outreach activities, recommendations for best practices, training and education opportunities, and innovative strategies for strengthening the charitable food network. The council is comprised of members who represent the network of partner agencies as well as Good Shepherd staff from the Community Partnerships division.

Meal Site: See “Soup Kitchen”

NetSuite: NetSuite is Enterprise Resource Planning (ERP), a shared database for day-to-day activities, including finances, agency order management, and agency data such as households served and product received from retail donors.

Nonprofit Organization: An incorporated organization which exists for educational or charitable reasons, and from which its shareholders or trustees do not benefit financially. Any money earned by a non-profit organization must be retained by the organization and used for its own expenses, operations, and programs.

Nutrition Pantry Program (NPP): This emerging program for our Nutrition & Education team seeks to provide learning about Trauma-Informed Nutrition to our partner network. NPP recognizes that people have experienced and continue to experience trauma. Research shows that historical, systemic, childhood, and food-related trauma can disrupt the way our bodies and minds function, thus increasing the risk of chronic disease and negative relationships with food.

Nutrition Policy: GSFb adopted a Nutrition Policy in 2013 that guides our acquisition of food and what food we make available to partner agencies to distribute (salvage). A staff committee, comprised of staff from our Nutrition & Education, Sourcing, and Inventory departments, meets regularly to review purchasing and to engage with vendors to acquire nutritious food.

Paylocity (PCTY): Paylocity is GSFb’s Human Resources Information System (HRIS), a platform that stores human resource-related information for employees, including work time, time off, pay and pay history, benefits, and demographic information.

Product Recovery Center (PRC): GSFb receives truckloads of unsold product from Hannaford Supermarkets. Much of the product that comes to the Auburn DC from Hannaford on Hannaford or GSFb trucks is from Hannaford’s Product Recovery Center which aggregates product from multiple stores.

Purchased Product: These are items purchased directly from wholesalers and offered to partner agencies, usually at cost (no shipping charges) or subsidized by GSFb. Any partner agency may purchase this product; per GSFb’s Partner Agency Contract, they must distribute it to community members at no charge.

Rapid Distribution: A distribution directly to members of the community of highly perishable product, either by GSFb or by a partner with the ability to make a rapid distribution. For example, if GSFb receives a truckload of ripe bananas, we reach out

to partners that may be able to quickly distribute it and/or we will go to a local park or housing complex and give away all product, on a first-come-first-served, all-you-can-carry basis (“Direct Distribution”).

Redistribution Organization (RDO): A Redistribution Organization is an organization that has a formal relationship with a Feeding America® food bank like Good Shepherd. An RDO has a specific geographic area it redistributes food to, and has a contract with a food bank around fundraising, agency monitoring, warehouse practices, etc. GSFb has one RDO partnership, with Catholic Charities Maine (CCME) in Presque Isle, to store and distribute food to agencies in Aroostook County (and one in Washington County). As part of the RDO agreement, GSFb conducts an annual audit and signs and submits a new contract with Feeding America annually. RDOs pay a Shared Maintenance Fee on product as the food bank determines; the fee cannot exceed 9¢ per pound. All food CCME distributes in their area, whether it is acquired from GSFb or from another source, is counted toward GSFb’s total distributed pounds.

Retail Pick-Up Program (RPU): Retailers work in partnership with GSFb and our partner agencies to make grocery store donations available to local ending hunger programs. There is no Shared Maintenance Fee on product acquired through the RPU program. Partner agencies report the number of pounds of product they receive, and that number is counted toward GSFb’s total distribution numbers. In statistics, RPU data may be called “non-handled pounds” because it does not come through our distribution center.

Salvage: Product that has been slightly damaged at either a retail warehouse or at the retail level and is no longer suitable to sell in stores but is safe for consumption. GSFb receives salvage product from several sources; salvage product must be inspected for fitness before distribution to partner agencies. Salvage product is sometimes called “donated product.”

Service Insights Meal Connect (SIMC): Service Insights Meal Connect is a multi-year project led by GSFb’s Research team to provide support and resources to food pantries to implement Meal Connect, a software program developed by Feeding America®, so the pantries and GSFb, have better understanding of the demographics of the community members food pantries are assisting.

ServSafe Food Safety Training: ServSafe is a food and beverage safety training and certificate program administered by the U.S. National Restaurant Association. GSFb provides opportunities for staff to attend ServSafe trainings to learn about food borne illness and the safe handling of food; some positions at GSFb will require this or some other food safety training.

School Pantry (SP): A pantry located within a school, usually, but not always, for school community individuals and families only. Good Shepherd Food Bank partners with public schools, early childhood centers, and college campuses to provide easy, consistent access to nutritious food for students and their families either during or outside of traditional school hours.

Shared Maintenance Fee (SMF): In order to assure food safety and the upkeep of a licensed food inspection facility, GSFb assesses a “Shared Maintenance Fee” on products that require inspection. According to Feeding America® regulations, this fee may range from 0¢ to 19¢ per pound. Currently, GSFb’s highest Shared Maintenance Fee is 16¢ per pound. We regularly review this fee and reserve the right to increase the Shared Maintenance Fee, if needed. Different products may have different Shared Maintenance Fees. See also “VAP.”

Shelter: A facility that temporarily houses people without a home (homeless shelter) or who are experiencing some other crisis (emergency shelter). Some shelters are for families and others for individuals. Some have a limited time that a family or individual can stay, and others will let people stay for extended periods of time.

- **Emergency Shelter:** An emergency shelter is a place for people to live temporarily when they cannot live in their previous residence, usually the result of fleeing a specific type of situation, such as natural or man-made disasters, domestic violence, or sexual abuse.
- **Homeless shelter:** A homeless shelter is a type of homeless service agency which provides temporary residence for individuals and families without homes. Shelters exist to provide residents with safety and protection from exposure to the weather.

Soup Kitchen (SK): Also referred to as “Meal Site,” a soup kitchen is a program providing hot meals to homeless and low-income residents of a neighborhood or community at no charge. Meals are prepared mainly to be consumed on site; some soup kitchens also have a “to-go” option for those who cannot stay for a sit-down meal.

Supplemental Nutrition Assistance Program (SNAP): SNAP, formerly called “Food Stamps,” provides nutrition benefits to supplement the food budget of needy families so they can purchase healthy food.

Summer Food Service Program (SFSP): The Summer Food Service Program (SFSP) is a federally funded, state-administered program. During the summer months when schools are closed and not offering meals, many children ages 18 and under need nutritious food. SFSP reimburses program operators that provide free healthy meals and snacks to children and teens in low-income areas. Good Shepherd Food Bank is a sponsor of the USDA’s Summer Food Service Program in Bangor and Brewer.

Temporary Assistance for Needy Families (TANF): TANF is a federal program that provides grant funds to states and territories to provide monthly cash assistance payments to low-income families with children, as well as a wide range of services.

The Emergency Food Assistance Program (TEFAP): TEFAP is a federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with the emergency food and nutrition assistance at no cost. Under TEFAP, the U.S. Department of Agriculture (USDA) makes commodity foods available to food banks, food pantries, shelters, and soup kitchens, among others. The amount of food each state receives out of the total amount of food provided is based on the number of unemployed persons and the number of people with incomes below the poverty level. The State of Maine’s Department of Agriculture, Conservation & Forestry (DACF) contracts with GSF to receive, store, allocate and assemble product and ship TEFAP to agencies across the state. Not all GSF partners are TEFAP agencies, and not all TEFAP agencies are GSF partners. Agencies that do not receive a regular allocation of TEFAP product are able to access product determined to be “bonus” by DACF or the USDA.

U. S. Department of Agriculture (USDA): The U.S. Department of Agriculture, also known as the Agriculture Department, is the U.S. federal executive department responsible for developing and executing federal laws related to farming, forestry, rural economic development, and food.

Value Added Packaging (VAP): At times GSF receives donated product in a quantity too high to distribute through the network or in packaging that is unsuitable for distribution to agencies or to their clients (large individual packages that a household couldn’t store or use). At those times, GSF will contract with a food processor to make the abundant product into another product (tomatoes to tomato sauce, for example) or to repackage large packages into household sizes. When this occurs, GSF may impose a VAP (Value Added Packaging) fee on the product. This is a separate fee from the Shared Maintenance Fee (SMF).

Youth and Family Initiatives (YFI): This department (part of GSF’s Community Partnerships division) works with child and youth programs to create access to nutritious food for children, youth, and families. Good Shepherd Food Bank offers different programs to communities throughout Maine. Currently YFI programs consist of School Pantry, Backpack Program, Kids Café, the Summer Food Services Program (SFSP) and Child and Adult Care Food Program-At Risk (CACFP).