



# AGENCY UNIVERSITY

*Where Good Agencies Come To Grow*

**TFBN**

**Agency Relations Conference**

**February 11-13, 2009**

*Training Agencies to attain excellent food safety and nutrition standards, increase serving capacities and expand programs offered to the community.*

# Benefits of AU

## Agencies receive:

- Educational credit from the flagship college of Dallas County Community College District
- A permanent record of courses completed
- Increased networking opportunities
- Expanded knowledge in areas relevant for growth and development
- IT IS FREE OF CHARGE!

## NTFB receives:

- Publicity and a major community partnership for the food bank
- A better trained and more informed Agency
- Increased Agency distribution capacity

**Home** About Us Donate Get Involved **Agency Zone** Media Room Contact Us

Return to Agency Zone

**AGENCY UNIVERSITY**

- Agency News Alert
- Close the Gap
- Download a Document
- FAQs
- Find a Member Agency
- Food Forecast
- Online shopping
- Question/Comment
- Submit a Report
- Update My Account
- View a Calendar

Sign up for Agency News Alert - Information that matters.

Sign up for Food for Thought - our free e-mail advocacy alert

Please sign up for Around The Table, our free e-newsletter

Put your e-mail here

Search for a Member Agency

**AGENCY UNIVERSITY**  
Where Good Agencies Come To Grow

**Spotlight**

**Registration Instructions**

Here is how to obtain your Agency University Packet registration:

- 1) Go to the Download a Document section of the toolbox.
- 2) Select Agency University as your category, then Press GO.
- 3) Click the AU 2009 Registration Packet to open OR right click it and "Save link as..." to download the document to your computer.
- 4) Follow the packet instructions to register.

**Start now**

**INCENTIVES FOR PARTICIPATION**  
Agencies that complete AU courses in 2009 will have the opportunity to receive significant incentives for their participation which will be revealed on the New Member Agency Tier Form early next year. Look for an announcement and a link on the Agency News Alert soon!

**Latest News**

**2009 REGISTRATION OPEN FOR AGENCY UNIVERSITY (AU)**  
Registration is now available for the Spring semester of Agency University, the education program created by the North Texas Food Bank that provides our Agencies with vital information for establishing, maintaining and growing their feeding programs.

**Calendar**  
Spring 2009 Calendar Now Available

**Media Gallery**  
See Your Agency Members being fed great information!

See more photos here.

**Staff**  
Isaac Burren

[http://www.ntfb.org/ma\\_agency\\_university.cfm](http://www.ntfb.org/ma_agency_university.cfm)

# Participation Incentive Program

AU participation is part of our larger incentive plan to increase Agency Capacity

**NORTH WYOMING FOOD BANK**

**MEMBER AGENCY TIER FORM**

**CLOSE THE GAP**  
50 MILLION Meals By 2011

Agency Name: \_\_\_\_\_ Program Code: \_\_\_\_\_  
Agency Number: \_\_\_\_\_ Program Description: \_\_\_\_\_

*In order to achieve the next tier, all requirements from the previous tier must be met.*

| Tier 1 Requirements: PANTRY   |  | Check | Tier 1 Requirements: ON-SITE          |  | Check |
|---|--|-------|---------------------------------------|--|-------|
| 1. Satisfactory CBR Visit.  |  |       | 1. Satisfactory CBR Visit.            |  |       |
| 2. Provide Emergency food to clients at least 4 times per year or once a quarter.                             |  |       | 2. Food Manager Certification.        |  |       |
| 3. Open at least 3 hrs /week in rural areas and 6 hrs /week in urban areas (serving by appointment accepted). |  |       | 3. Minimum Required AU Participation. |  |       |
| 4. Food Handler Certification.  |  |       |                                       |  |       |
| 5. Minimum Required AU Participation.   |  |       |                                       |  |       |

Tier 1 Requirements: Met  Not Met  Comments: \_\_\_\_\_

**Tier 1 Benefits:**

- Receive items provided by the food bank at regular shared maintenance fee.
- Free rural delivery.
- Eligible to apply for an annual Agency assistance grant up to \$300.

| Tier 2 Requirements: PANTRY  |  | Check | Tier 2 Requirements: ON-SITE                        |  | Check |
|--|--|-------|---|--|-------|
| 1. Provide ongoing service to clients at a minimum of once per month.                                |  |       | 1. Participate in NTFB Food Stamp Outreach efforts. |  |       |
| 2. Open at least 6 hours per week.   |  |       | 2. Complete an additional Agency University Course. |  |       |
| 3. Provide 4 days of food per individual using shared maintenance fee items ( 15.36 lbs per person). |  |       | 3. Provides multiple services to clients.           |  |       |
| 4. Increase distribution of shared maintenance fee items 5- 15% by Apr.'09.                          |  |       |   |  |       |
| 5. Participate in NTFB Food Stamp Outreach efforts.  |  |       |   |  |       |
| 6. Complete an additional Agency University Course.  |  |       |   |  |       |
| 7. Provides multiple services to clients.  |  |       |   |  |       |

Tier 2 Requirements: Met  Not Met  Comments: \_\_\_\_\_

**Tier 2 Benefits:**

- Free local delivery available if able to take 5-pallet minimum each week.
- Eligible to apply for an annual Agency assistance grant up to \$1000.00.
- Additional incentive-based rewards and opportunities.

| Tier 3 Requirements: PANTRY  |  | Check | Tier 3 Requirements: ON-SITE   |  | Check |
|--|--|-------|--|--|-------|
| 1. Provide 7 days of food per individual using shared maintenance fee items ( 26.88 lbs per person). |  |       | 1. Increase in distribution of maintenance fee items 5-15% by April '09. |  |       |
| 2. Pantry is open or accepts appointments at least once per week during the evening or weekend.      |  |       | 2. All clients screened for food stamp eligibility.                      |  |       |
| 3. Increase in distribution of shared maintenance fee items 30% by Apr '09.                          |  |       | 3. Complete an additional Agency University Course.                      |  |       |
| 4. All clients screened for food stamp eligibility.  |  |       |  |  |       |
| 5. Complete an additional Agency University Course.  |  |       |  |  |       |

Tier 2 Requirements: Met  Not Met  Comments: \_\_\_\_\_

**Tier 3 Benefits:**

- Eligible to apply for an annual Agency assistance grant up to \$1500.00.
- Additional incentive-based rewards and opportunities.

Agency Tier Designation \_\_\_\_\_ NTFB Staff Member \_\_\_\_\_ Date \_\_\_\_\_

Additional Comments: \_\_\_\_\_

# Annual Conference

Our Annual Member Agency Conference is part of Agency University

Goals of our conference:

- To provide a networking and relationship-building opportunity
- Have business and city leaders talk about concepts and strategies that will make Agencies more effective in serving their communities
- Challenging Agencies to expand capacity
- To recognize Agencies that have achieved great success over the past year

The screenshot shows the North Texas Food Bank website. The header features the logo, a '25 Years of Caring' anniversary badge, and the slogan 'Passionately Pursuing a Hunger-free Community' with a photo of a young girl holding an apple. A navigation menu includes Home, About Us, Donate, Get Involved, Agency Zone, Media, and Contact Us. The main content area is titled 'Wild West MAC' and features a graphic of a cowboy on a horse. Text on the page describes the 2008 Member Agency Conference as a networking and training event. A quote from Jeff Coorell, TI Gilmore, is included: 'This year's Wild West MAC was one of the best ever! The North Texas Food Bank partnered with Dale Carnegie, a leading source of training in the business community, to offer workshops that would challenge our agencies to meet the growing needs of those in the community. We had a great time and can't wait for what is in store for next year's MAC. Here's what you said about the MAC.' Another quote from a participant reads: 'I was (automatically) impressed with the event... it was NOTHING like what I thought it was going to be and consider it a day I will never forget! Excellent job!' A third quote says: 'This was my first MAC conference and I enjoyed the entire program.' A fourth quote states: 'I enjoyed the group session where everyone was having to group up and talk with each other. I Love it.' On the right side, there is an 'AGENCY TOOL BOX' with links for Agency News Alert, Become a Member Agency, Close the Gap, Download a Document, FAQs, Find a Member Agency, Food Bank Events, Food Forecast, Place an Order, Post a Question/Comment, Submit a Report, Update My Account, and View a Calendar. At the bottom right, there are two sign-up forms: one for Agency News Alerts and one for Food for Thought e-mail alerts.

<http://www.ntfb.org/mac/>



# PHASE 1: Courses Offered

In 2008, we offered:

## 5 Different Courses

- Orientation
- Food Habits and Dietary Standards
- Agency Resources
- Food Manager Certification
- Disaster Readiness

## 11 Individual Classes


- Orientation
- Menu Planning
- Food and Nutrition
- Special Diets
- Food Handler Certification
- Food Manager Certification
- Government Assistance Programs
- Organization
- Fund Development
- Emergency Food Distribution
- CPR/First Aid/AED Certification

# PHASE 1: First Year Statistics

- 176 Agencies participated
- 72 Agencies had multiple participants
- 33 Agencies participated in >2 classes
- 144 Participants received Food Handler Certifications
- 24 Participants received Food Manager Certifications
- 324 Duplicated students
- 2153 Total contact hours
- 215.3 Continuing Education Units (CEUs) were earned

# PHASE 2: New AU Registration

- Registration by phone through El Centro!!!
  - The physical faxing and mailing of forms has been eliminated
  - We are not slowing down the community college registration process



**2009 SPRING REGISTRATION PACKET**

To register, contact El Centro Community College at 214-860-2696 or 214-860-2260, and inform them that you are registering for Agency University. Use this packet to provide course information. You must provide personal information in order for a student record to be created for you. If you have any questions, contact Damaris Lawson, the Agency Relations Coordinator at [Damaris@ntfb.org](mailto:Damaris@ntfb.org).

**New Class Viewing Options**

1. Attend class at the location listed on your schedule. If you choose this option, inform Agency Relations via e-mail at [Alana@ntfb.org](mailto:Alana@ntfb.org) at least 3 days in advance. Space will be limited.
2. You may watch the session later via downloadable recording. All sessions in your course must be viewed by April 17th or you will not receive credit. The recordings will be available 3 business days after the class taping date. See Recorded Class Viewing Instructions for directions.

**Introduction to Non-profit Management (NTFB101) - PBAD1092.51301**  
This course is designed to provide orientation to the North Texas Food Bank practices, and provide basic training and resources in the areas of business organization and funding strategies. Participants must attend or download all 3 sessions in order to receive credit.

|                |                  |          |                              |
|----------------|------------------|----------|------------------------------|
| Session Dates: | January 12, 2009 | 9am-12pm | View by Recording or at NTFB |
|                | February 9, 2009 | 1pm-4pm  | View by Recording or at NTFB |
|                | March 9, 2009    | 3pm-5pm  | View by Recording or at NTFB |

**New Member Orientation**  
These session dates are available only to new Member Agencies. These Agencies are required to view the class at The North Texas Food Bank. You must still register with El Centro using Introduction to Non-profit Management (NTFB101)-PBAD1092.51301.

|                |                 |          |                    |
|----------------|-----------------|----------|--------------------|
| Session Dates: | March 16, 2009  | 9am-12pm | View at NTFB Only* |
|                | June 8, 2009    | 9am-12pm | View at NTFB Only* |
|                | August 10, 2009 | 9am-12pm | View at NTFB Only* |

**Dietary Habits and Nutrition - DITA1037.51301**  
In this course, participants will be trained in creating healthy, balanced meal or pantry options and preparing special options for clients with health concerns. Participants must attend or download all 3 sessions in order to receive credit.

|                |                  |           |                              |
|----------------|------------------|-----------|------------------------------|
| Session Dates: | January 12, 2009 | 1pm-3pm   | View by Recording or at NTFB |
|                | February 9, 2009 | 10am-12pm | View by Recording or at NTFB |
|                | March 9, 2009    | 1pm-3pm   | View by Recording or at NTFB |

**Capacity Building - PBAD1092.51321**  
Participants in this course will be trained and challenged to increase their overall serving capacities and accelerate their growth by adding feeding programs, enhancing the Agency structure, and increasing its ability to acquire funding. Participants must attend or download all 4 sessions in order to receive credit.

|                |                   |          |                              |
|----------------|-------------------|----------|------------------------------|
| Session Dates: | January 15, 2009  | 9am-12pm | View by Recording or at NTFB |
|                | February 12, 2009 | 9am-12pm | View by Recording or at NTFB |
|                | March 12, 2009    | 9am-12pm | View by Recording or at NTFB |
|                | April 16, 2009    | 9am-12pm | View by Recording or at NTFB |

**Food Manager Certification - RST01041.51341**  
This course is required for all On-Site Agencies and upon its successful completion, the participant will receive a certification that is recognized by the state of Texas and is valid for five years. Participants must attend all 2 sessions in order to receive credit.

|                |                |         |                    |
|----------------|----------------|---------|--------------------|
| Session Dates: | April 13, 2009 | 8am-5pm | View at NTFB Only* |
|                | April 17, 2009 | 8am-5pm | View at NTFB Only* |

*The following is a list of classes that will be offered in the Summer and Fall semesters of 2009. These classes will not be available for registration until later in the year.*

**SUMMER SESSIONS, JUNE-JULY**

**Pantry 201- 9 Hours, 2 sessions are View by Recording or at NTFB, one session will be NTFB Only\***

The participant will receive a Food Handling Certification that is recognized by the state of Texas. They will also receive instruction on how to work with the Food Bank in times of community emergencies and disasters. There is an additional training component on the benefits of becoming a client choice pantry, where clients are given the ability to shop as opposed to being given items they may not use.

**CPR/FA/AED Certification- 8 Hours, View at NTFB Only\***

This is a certification training that will instruct participants on how to save lives and care for injured or ill individuals. This one day class will focus upon CPR, first aid, and automatic external defibrillation.

**FALL COURSES, AUGUST-NOVEMBER**

**NTFB 101- 9 Hours, View by Recording or at NTFB**

This course is designed to introduce Agencies to the North Texas Food Bank, explain how the NTFB works with the Agencies, and provide basic training and resources in the areas of business organization and funding strategies. Participants must attend or download all 3 sessions in order to receive credit.

**Capacity Building- 12 Hours, View by Recording or at NTFB**  
Participants in this course will be trained and challenged to increase their overall serving capacities and accelerate their growth by adding feeding programs, enhancing the Agency structure, and increasing its ability to acquire funding. Participants must attend or download all 3 sessions in order to receive credit.

**Dietary Habits and Nutrition- 6 Hours, View by Recording or at NTFB**

In this course, participants will be trained in creating healthy, balanced meal or pantry options and preparing special options for clients with health concerns. Participants must attend or download all 3 sessions in order to receive credit.

**CPR/FA/AED Certification- 8 Hours, View at NTFB Only\***

This is a certification training that will instruct participants on how to save lives and care for injured or ill individuals. This is a one day class, will focus upon CPR, first aid, and automatic external defibrillation.

# PHASE 2: Download Class Recordings

- Participants have an option of viewing the class in person or via downloadable recording.
  - Participants receive a student ID upon registration
  - The ID gives them access to the recordings located on the El Centro site
  - Students can then download the viewing instructions on our web site

The screenshot shows the eCampus login interface for the Dallas County Community College District. The page features a navigation bar with tabs for 'My DCCCD', 'Courses', 'Community', 'Training & Support', 'Libraries', and 'eConnect'. The main content area is divided into several sections:

- Tools:** Includes links for 'Announcements' and 'Calendar'.
- Important Information:** A notice regarding system maintenance from 3 am to 6 am CST, advising users to avoid tests during this time.
- Login Here:** A section with a login form containing fields for 'Username:' and 'Password:', a 'Forgot your password?' link, and a 'Login' button.
- How To Log In:** A section with a 'VERY IMPORTANT' warning about changing passwords on first login and providing an example: 'username: e9876543' and 'password: e9876543'. It also includes instructions for users who cannot log in and contact information for technical support.
- My Announcements:** A section stating that no system or course announcements have been posted in the last 7 days, with a 'more...' link.

# PHASE 2: Additional Courses

Added 2 new courses:

- Pantry 101
- Capacity Building

Added 4 new classes:

- Client Choice Pantries
- Expanding Programs
- Fund Development II
- Organization II

# PHASE 3: What's Next?

- **Courses on DVD-** Agencies will have the option of watching a course on DVD, then turning in assignments online
- **Project Task Force-** Agencies who participate in AU courses can apply to become a Project Agency, where they will work with NTFB partners to address a special need of the Agency.

