



FEEDING[®]
AMERICA
West Michigan

Thank you for joining our network and becoming a partner with Feeding America West Michigan, your local food bank. We are a private, nonprofit organization working to end hunger in West Michigan and the Upper Peninsula. We gather and distribute charitable food to over 800 partners across our 40-county service area. In 2025, we provided 28.7 million meals' worth of food to 2.8 million people.





OUR VISION: We envision that all people in West Michigan and the Upper Peninsula have equitable access to nourishing food.

OUR MISSION: Our mission is to provide nourishment and hunger relief resources to our neighbors by amplifying the strength of communities through collaboration and advocacy.

OUR BELIEF: We believe that hunger is unacceptable, and our community has the power to change lives.

Benefits of Partnership

- Part of a nationwide network
- Access to charitable food for hunger-relief efforts at low cost ([Shared Maintenance Fee Explainer](#))
- Resources and training (SNAP, Civil Rights, Food Safety)
- Provide nourishing food directly to neighbors in need
- Opportunity to participate in USDA programs

Types of Agency Partnerships

- **Fixed-Site Pantries** are brick-and-mortar pantry programs that supply people with emergency food and groceries.
- **Meal Sites**, such as senior centers, soup kitchens, shelters, and similar sites that serve prepared meals to those in need.
- **Residential programs** include group homes and adult foster homes that provide housing and three meals a day.
- **Backpack programs** send meals and/or snack items home with children for holidays and weekends.
- **Homebound meal or grocery delivery services** deliver meals and groceries directly to clients in need, including holiday food programs.
- **After-school snack or day/summer programs** provide a snack to those in need during a day program or during school hours.
- **Additional programs** include (but are not limited to) rehabilitation facilities, domestic abuse shelter programs, and at-risk youth programs.

Partner Agency Qualifications

Proof of tax-exempt status is required of all agency partners receiving food from the food bank. Proof of status can either be a copy of your IRS/US Dept. of Treasury Letter of Determination stating your federal 501(c)(3) tax-exempt status or a 14-Point Letter containing the information necessary to meet the IRS criteria specified in Publication 1828.

Partners must have a charitable food program where food is stored on-site and intended for those in need. Please refer to the [Income Guidelines & Eligibility](#) if you have any questions about who qualifies for receiving charitable food.

Expectations of Partnership

The information below highlights some of what is expected of agency partners. These guidelines are meant to ensure food is distributed fairly, safely, and consistently. Agencies should have clear expectations around training, compliance visits, ordering food, payment and product policies. For a complete breakdown of agency expectations, please refer to our [Policies & Procedures](#).

At Activation

- Verify EIN and 501c3 status of agency
- Review and sign all agency partner agreements
- Select method for record-keeping (Digital or Physical)
- On-site tour and orientation with Agency Team member
- Display required postings (And Justice for All poster, Notice of Beneficiary Rights, etc.)

Weekly

- Report agency-enabled retail pounds via PWW (if applicable)
- Record temperatures by log at each freezer/refrigerator unit ([Temp Log Template](#))

Monthly

- Report attendance [statistics](#) via PWW
- Send check payment for current balance (Available on PWW; mailed invoice)

Please note: *The food bank only accepts payment by business check tied to the EIN on file.*

Annual

- Have ordered **at least** 1,000 pounds of food bank product in the last 12 months
- Civil Rights Training **video and quiz** completed by account coordinator
- Staff and volunteers **review and sign** [Civil Rights Training acknowledgement](#)
- Reverify EIN and 501c3 status

Biennial

- Food Safety Training **video and quiz** completed by account coordinator (excludes those with current ServSafe certification)
- Site visit and monitoring with Agency Team member

As Needed

- Notify the food bank whenever the agency has a change of staff, hours, location, etc.
- Notify the food bank of closures due to weather, sickness or staffing.
- All contract documents will need to be re-signed when there is a change in coordinator.

Additional Information

Food insecurity is common

1 in 7 neighbors in West Michigan and the Upper Peninsula is at risk of food insecurity. This includes nearly 80,000 children. Food insecurity is defined as a lack of consistent access to enough food for an active, healthy lifestyle.

People from all walks of life can become food insecure, and many will find themselves in need at some point during their lifetime. Many neighbors are just one job loss, car accident, or medical crisis away from not having enough to eat.

Causes of food insecurity

Food insecurity exists due to insufficient income and lack of access to nourishing choices. This can occur when expenses rise, assistance benefits are reduced, or a person's life circumstances change. The majority of food-insecure neighbors live in a household where at least one member is employed, but many jobs don't pay enough to make ends meet. People in rural and low-income areas struggle to find nutritious, affordable food.

How food banks help

The food bank has the ability to handle large quantities of food that our partners are unable to manage due to lack of space, equipment or staffing. We gather food through donations, rescue, purchase, and USDA sources. We then sort and distribute it to our network of partners who give it directly to people experiencing food insecurity. Partnering with the food bank enhances our agency partners' capacity to serve those in need.



Contacting the Food Bank

Agency Desk: (616) 389-6361, orders@feedwm.org

Agency Support: (616) 784-3250, agency.support@feedwm.org

Contact the Agency Desk for questions or concerns regarding your orders, contact Agency Support for help with your account or other general inquiries.