

2026

Agency Shopping Guide

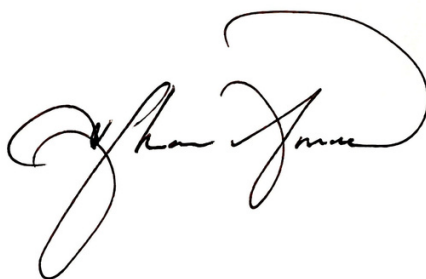
Thank You!

Dear Partners,

Few truly understand the unique challenges we face at the Food Center, but I know that many of you do, and some may even feel these difficulties more acutely than we do. The issues surrounding food, or the lack of it, evoke a range of emotions within us, and at times, it can be challenging to fully take responsibility for the distribution of resources.

At the Food Center, we are committed to being a valuable partner and resource, ensuring that our shared clientele receives the nourishment they need. I appreciate all your efforts in this vital fight against hunger—at times, it truly feels like a battle, but I am thankful that we can stand united in this cause. Our collaboration is essential in building a stronger, more resilient community where everyone has access to the food they deserve.

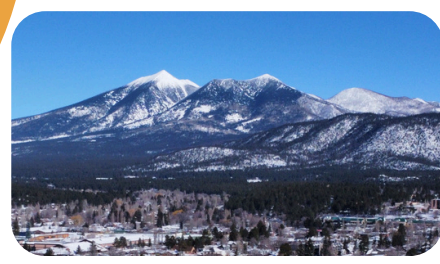
I recognize that we at the Food Center have many areas that require improvement. We are constantly learning and striving to improve our services and be a better partner. As we move forward, I encourage each of you to share your insights and experiences. While many of the challenges we face are far from quick fixes, by learning from one another, we can enhance our efforts and address the evolving needs of our community. As my good friend Mike Scott always says, “It’s always a good day to give out food.”



Ethan Amos
President & CEO
Flagstaff Family Food Center



Mission & Impact



On Christmas Day 1991, the Flagstaff Family Food Center kitchen officially opened and began to fulfill our mission to feed those in need. In 2013 our scope of our services widened to include the distribution of food boxes. Since then, we have opened the doors of our warehouse to allow others serving the community access to the food we receive and rescue. Our mission cannot be fulfilled without the work of our agency partner network. We are forever indebted to the northern Arizona community and the work of agency partners every day to help us provide food to families in northern Arizona.

Neighbors Feeding Neighbors, Everyday



Food insecurity has been at an all-time high nationwide and across Arizona. However, Northern Arizona counties are being hit especially hard, surpassing both state and national averages. The number of households FFFC served through its grocery distribution program increased by 202% from 2019 to 2024. Overall, 31% of FFFC clients indicated that rising grocery prices were the primary reason they needed food assistance, shortly followed by low income (25%) and increased expenses (21%).

Coconino County Food Insecurity Rates:
Adult: 14.4%, 1.3% higher than AZ Average
Child: 19%, 0.5% higher than AZ Average

45% of Flagstaff households are living in a housing cost-burdened situation.
The cost of living in Flagstaff is 13% higher than the national average.
1 in 8 seniors 60 or older in Coconino County live below the poverty line.
1 in 7 children in Coconino County lives below the poverty line.

Agency Bill of Rights

You have the right to...

...Request additional product to accommodate the growing needs of your community

...Take the type of product your organization prefers to receive or not receive, including but not limited to:

- Bread
- Bulk Food for Congregate Meals
- Produce Boxes
- Frozen Food
- Non-Food Items
- Pet Food
- Baby Products

...Refuse service to anyone that is hostile, aggressive or threatening to staff, volunteers or other neighbors

...Serve volunteers provided they do not receive preferential treatment, get to pre-select product, and participate in the same intake process as all other neighbors you serve

...Request information on or add additional programs to benefit your community

...Request re-training at any time on any procedures or policies imposed for the distribution of food

We have the right to...

...Reserve product in our warehouse for other uses and purposes outside of agency shopping

...Refuse service to any agencies for the following, but not limited to, reasons:

- Agency is not actively registered with the Feeding America network
- Agency does not have proper food handling measures in place
- Agency representatives are not named in pre-approved list of shoppers

Our team is committed to excellent service in a respectful environment. We kindly ask all guests to treat our staff with courtesy, and we reserve the right to refuse service to those who do not.

Getting Started



Step One: Join the Network

We are privileged to be members of the Feeding America network of food banks and agencies. Membership in the network requires adherence to exceptional food safety standards and increased reporting requirements, but also allows access to a national network of food providers and food rescue through local retailers. Membership in this network, provided through St. Mary's Food Bank, provides a substantial increase in the amount, quality and diversity of product we provide to clients and partners.

All agency shoppers must also be members of this network, please complete agency partner onboarding available through St. Mary's Food Bank. Visit <https://smfbpartner.org/learn-more/> to learn more about this process, please let us know if you run into any issues or have any questions.

Step Two: Reserve your spot

All agency partners will be assigned a shopping timeslot to ensure equal, regular access to the resources available in our warehouse. Reserve or change your timeslot by contacting our staff:

jason@hotfood.org
(928)-439-4542

Step Three: Let's go shopping!

In this document we outline the policies and procedures required for all agency shoppers. Ensuring food safety and equitable food access are critical pieces of our mission, we appreciate your support in this through adherence to the policies outlined on the following pages. We will do our best to provide the food and products you need; however, availability cannot be guaranteed.



Scheduling Your Visit

When (to Visit):

- Agency Shopping Hours are Tuesday & Thursday, 10 AM - 1 PM, with flexible shopping hours on Wednesdays from 10 AM - 11 AM.
- Shopping appointments must be scheduled ahead of time.
- Shopping timeslots are scheduled for every 20 minutes and each slot is shared by no more than 2 agencies.
- Agencies have 30 minutes to shop
- If your arrival time is so late that you are into the next shopping period, you must wait behind any agency that arrives on time to check in.
- If you are on time but our staff or another partner causes you delay, you will receive your entire 30 minutes of shopping time.
- If you are early, you may wait outside or in the designated area.

To schedule or change an appointment email: jason@hotfood.org

Note: Changes are not confirmed until a response is received.



Prior to visiting our site, all partners will be required to complete a registration form outlining designated shoppers and provide proof of Food Safety Training. You can complete this form virtually at <https://forms.gle/d6zcyVwS7tRTftvf7>

Prepare to Shop

**3805 E. Huntington Dr.
Tues & Thurs, 10 - 1 PM
Wed, 10 - 11 AM**

Where (to go):

- Agency Shopping is located at: 3805 E. Huntington Dr.
- Please pull through the metal fence, and find the Flagstaff Agency Market shopping area in the building on the left with glass windows. Do not park against the loading dock or behind other vehicles.

Who (is Permitted to Shop):

- A maximum of 2 individuals are permitted per agency.
- At least one shopper must be named on the list of pre-approved shoppers designated by the agency and have completed food safety training
- Shoppers must be able to lift at least 40 pounds to weigh product.
- For their own safety, children are not allowed to assist with shopping or entering our warehouse facility

What (to Bring):

- A cooler/ice chest is required for transporting dairy/meat/frozen items.
- Coolers and ice chests must be clean and sanitized.
- A copy of your Shopping ID and Food Safety Training.

Keep in Mind:

- Non-slip, closed toe shoes are required
- Long hair must be tied back
- Food consumption and open drinks are not permitted
- Smoking is not allowed anywhere on the premises



Let's go Shopping!

Checking In

Upon arrival, check in with Flagstaff Family Food Center Staff
Show your Agency Shopping ID card and Food Safety Training.

Shopping

Agencies may shop with up to 2 carts at a time. Please shop by section and keep items sorted by:

- Cart 1 – Bread and Cooler
- Cart 2 - Freezer and Dry

Please pay close attention to posted signage designating or reserving product for other uses.

Begin in the Dry Goods/Freezer Section for Meats, Bread and Shelf Stable items.

Next, head to the Cooler section for Dairy and Produce.

- Keep all meat and dairy items in their own cooler/ice chest.
- Only one cart is permitted per agency in the cooler at a time.

Checking Out

When you finish Shopping, bring your carts to the floor scales and weigh items according to categories outlined.

If an Agency is found to have mis-reported product weights they may be suspended from the Shopping program. Violation of rules may result in restrictions from Shopping at Flagstaff Family Food Center.



Please contact our Sr. Warehouse Manager at jason@hotfood.org or (928)-439-4542 for more information, thank you for your help!