



VOLUNTARY FOOD ACCESS PROGRAM (VFAP) FREQUENTLY ASKED QUESTIONS

Q: If the items available for purchase do not align with my pantry needs, will we be required to purchase?

A) No. Once you put money into your account, it'll be there until you see something that you are interested in purchasing. There is no obligation to purchase monthly.

Q: What kinds of items will be available?

A) At the beginning, we will be providing shelf stable items, which will include the following: canned tuna, canned chicken, a variety of cereals, peanut butter, and canned tomato products.

Q: How often do we have to place an order?

A) If you have funds in your account, the items will appear on Agency Express. You'll order them just like you do any other item. Once your account is depleted, you will not be able to access Voluntary Food Access Program (VFAP) products.

Q: How much must be deposited for our agency to have access to the product? Will the retainer/deposit be used for food?

A) It is \$100.00 to establish an account and the ability to order until the account draws down to \$1.00. The funds given to us are intended for Care and Share to acquire the food and in turn distribute it to you. We ask that you track your budget, and you will not be allowed to overdraw.

Q: Will there be grant/scholarship opportunities available for agencies in need of help participate?

A) No, not currently. We will continue to offer all the food that we do at no cost to all partners regardless of their means of buying. The Voluntary Food Access Program is intended for agencies who have funds to spend, want the convenience of having the food come with their normal Care and Share orders, and desire to tap into the benefit of our purchasing strength.

Q: Can we use Food Pantry Assistance Grant (FPAG) funds awarded from Colorado Blueprint to End Hunger to purchase foods from Care and Share?

A) There is no issue using FPAG funds to purchase foods from this program. It will be your responsibility to track those specific funds that you deposit to make sure you spend

those funds in the allotted timeframe. Care and Share will not be able to track separate fundings sources you use to deposit funds into the Voluntary Food Access Program.

Q: Will I be able to get a refund?

- A) Yes! You are welcome to withdraw the remaining balance you have with Care and Share. Care and Share will provide a check that will be mailed to you or can be picked up at our Colorado Springs Distribution Center. Once you do withdraw from the program, we will not be able to enroll you back into the program until the following fiscal year due to administrative capacity.

Q: How do I deposit funds into my account online?

- A) You can submit funds online at www.careandshare.org/agency_updates/agency-express/. You will be prompted to submit your amount and include your agency name and agency number to ensure the money is deposited to the correct account. A convenience fee will be charged to cover the costs of processing the payment on our third-party platform—Qgive.

Q: How do I deposit funds into my account online?

- A) Please allow for up to 3 business days for this to show in your account on Agency Express.

For additional questions, please contact our Programs Director, Steven Williams, at stevenw@careandshare.org or 719-937-4933.