



General HPNAP Terms & Conditions

Service Requirements

By accepting HPNAP funds from the NYS Department of Health, your agency agrees to:

- Provide services without discrimination based on race, religion, gender, age, disability, veteran status, or other protected characteristics.
- Offer services without requiring work, ID, income verification, or proof of need, and allowing neighbors (clients) to self-certify.
- Post the Food Bank's *Program and Guest Bill of Rights* and ensure compliance.
- Follow HPNAP prescribed food safety and nutrition standards in all meals and food packages.
- Provide a distribution model that incorporates a level of client choice.
- Submit monthly service statistics by the 5th of the following month.
- Submit all required documentation demonstrating the use of funds, where needed.
- Serve all individuals who request assistance while maintaining client confidentiality.
- Allow scheduled or unscheduled visits from Food Bank or DOH representatives.
- Meet all documentation deadlines and report any service changes promptly.

Specific Requirements for Food Pantries

- Provide food packages scaled to household size.
- Provide an opportunity for a food package of 9 meals per person in the household at least once per month.
- Implement client choice in food selection.

Specific Requirements for Meal Sites (Soup Kitchen and Shelters)

- Provide opportunities for complete, nutritious meals and items at each meal service.
- Provide food items that are intended to be consumed at the time of distribution.
- Follow the guidance issued by the Food Bank regarding meal requirements.
- Follow all prescribed food safety guidelines and regulations.

Compliance Notice

The Food Bank may suspend or revoke HPNAP funds for non-compliance with the terms and conditions of this agreement, misuse of food products, or misrepresentation of the agency in the application.

Confidentiality

HPNAP-funded programs are strictly prohibited from disclosing individual client information to any party, except to authorized representatives of the New York State Department of Health or the Food Bank of Central New York.

Confidential Information

Confidential information includes, but is not limited to:

- Names, addresses, phone numbers, and email addresses of clients
- Health, income, housing, and employment details
- Any documents or conversations shared by or about the client during services
- Any identifying information shared during intake or program participation





By signing this agreement, you agree to:

- Keep all client information private and secure.
- Share client information only with authorized staff or partners who need it to provide services.
- Never discuss client information in public or with friends, family, or others not involved in service delivery.
- Immediately report any breach or concern regarding confidentiality to your supervisor or program coordinator.

Exceptions

Information may be disclosed without client consent only:

- When required by law (e.g., suspected abuse, court order, or serious safety concerns)

Appeals

All decisions regarding funding awarded under this agreement may be appealed within 20 days of the postmark on notification by submitting a written appeal to the Food Bank of Central New York's Chief Executive Officer at the address below. Appeals will be responded to within 60 days of receipt. Appeals must be made in writing, clearly stating the reason for the appeal, providing justification, and suggesting a remedy. Appeals must be directed to:

Karen Belcher, CEO, Food Bank of Central New York
7066 Interstate Island Rd,
Syracuse, NY 13209
Attn: HPNAP Appeals

Food Grant Line of Credit

By accepting this award, your agency acknowledges:

- A line of credit will be established to purchase eligible nutritious foods (noted with an asterisk in the item prefix "WH*" on the Food Bank menu).
- Funds cannot be used for paper products or cleaning supplies.
- Funds become available once the signed agreement is received and NYS DOH releases funds.
- All food must be ordered and delivered (or picked up) by **May 29, 2026**.
- Unused or misused funds may be revoked.
- Monthly balances appear on your Food Bank statement under "25-26 HPNAP Food Grant 5/31".
- Where multiple food grants exist, the grant with the earliest expiration date will be applied first.

(continued)





Operations Support (OS) Grant Terms

The following terms apply to funds awarded for staffing, utilities, space, transportation, and disposables category awards. By accepting the Operation Support Award, and to be eligible for reimbursement, your agency agrees that:

- Funds are issued as a reimbursement for awarded expenses incurred by the award recipient agency.
- Funds will be issued within 14 business days of receiving complete and acceptable documentation.
- Documentation from third-party payees will not be accepted; the expenses incurred must be paid directly by the awarded organization.
- Only expenses incurred between **July 1, 2026, and May 28, 2027**, are eligible.
- Expenses must align with the awarded application; unapproved uses are not allowed.
- The first half (July 1 – December 31) of the documentation is due by **January 16, 2027**.
- Complete documentation is due no later than **May 28, 2027**.
- A grant submission form must be completed to receive the funds.
- Incomplete or non-compliant submissions may result in reduced or revoked funding.
- Awards are based on your submitted application.
- Failure to claim or document an award will impact future awards.

Capital Equipment Terms

By accepting HPNAP-funded equipment, your agency agrees to:

- Collaborate with Food Bank staff to implement the purchase of the equipment requested in the awarded grant application.
- Accept and install the equipment; installation and maintenance costs are the agency's responsibility.
- Use the equipment solely for food distribution and retain it at the program site.
- Insure equipment against fire, theft, or damage; notify the Food Bank of any incidents.
- Recognize equipment as property of New York State.
- Seek written approval from the Food Bank before relocating, transferring, or disposing of the equipment.
- Hold NYS and the Food Bank harmless from all liabilities related to the equipment.

Important Dates

July 1, 2026	New Fiscal Year for HPNAP 26-27 Period 4 Begins.
August 31, 2026	Final date for new awardees to return HPNAP 2025-2026 Period 3 Agreements. Unclaimed awards will be forfeited.
January 16, 2027	Last day to submit July–December awarded OS expenses for reimbursement.
May 28, 2027	Last day to submit January–May awarded OS expenses for reimbursement.
May 28, 2027	All food using HPNAP funding must be delivered by this date.

