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| **Region 1: Black Hawk A-J, Cerro Gordo, Chickasaw, Fayette, Floyd, Howard, Mitchell**  **Dan Hofer will be your primary contact for questions or issues regarding the following:**  Product  Orders  Deliveries  Account issues/updates  Food Safety concerns/recalls  Site Visits  Statistics/submitting paperwork  Complaints/concerns regarding food  Dan Hofer, [dhofer@neifb.org](mailto:dhofer@neifb.org), 319-235-0507 ext. 127  Customer service concerns/complaints  Tia Gutierrez, [tgutierrez@neifb.org](mailto:tgutierrez@neifb.org) , 319-235-0507 ext. 128 | **Region 2: Allamakee, Black Hawk K-Y, Buchanan, Clayton Delaware, Winneshiek**  **Kelsey Mumm will be your primary contact for questions or issues regarding the following:**  Product  Orders  Deliveries  Account issues/updates  Food Safety concerns/recalls  Site Visits  Statistics/submitting paperwork  Complaints/concerns regarding food  Kelsey Mumm, [Kmumm@neifb.org](mailto:Kmumm@neifb.org) ,319-235-0507 ext. 144  Customer service concerns/complaints  Tia Gutierrez, [tgutierrez@neifb.org](mailto:tgutierrez@neifb.org), 319-235-0507 ext. 128 |
| **Region 3: Bremer, Butler, Grundy, Hardin, Marshall, Poweshiek, Tama**  **Tia Gutierrez will be your primary contact for questions or issues regarding the following:**  Product  Orders  Deliveries  Account issues/updates  Food Safety concerns/recalls  Site Visits  Statistics/submitting paperwork  Complaints/concerns regarding food  Customer service concerns/complaints  Tia Gutierrez, [tgutierrez@neifb.org](mailto:tgutierrez@neifb.org), 319-235-0507 ext. 128 | **Shannon Bass will be your primary contact regarding:**  Policies and procedures/best practices  Grant opportunities/questions  Guidance on NEIFB, TEFAP/USDA or Feeding America compliance  Guidance on best practices, expanding or improving your client services  Guidance on community and client engagement  Guidance on client or volunteers’ issues  Building Capacity, developing and strengthening your agency  Shannon Bass, [sbass@neifb.org](mailto:sbass@neifb.org), 319-235-0507 ext. 108 |