



# Agency Manual and Contract 2024



## Learning and Changing

Since 1982, when Second Harvest Food Bank of East Tennessee first opened our doors, we and our partner agencies have been changing to better meet the needs of our neighbors.

This was especially true during the COVID-19 pandemic. You refused to let a global crisis stop you from doing what you do best: getting people fed.

Since then, you've built distributions that incorporate the best of pre-pandemic relationships with the best of post-pandemic logistics. We've learned from and with you how we can better serve both you and our communities.

Based on those lessons, we've made several changes to our contract and team, including;

- Partners must distribute food at least 6 times annually
- Beginning September 2023, all pantries will report on the total number of households served
- No more Board home addresses and phone numbers (whew!)
- We are adding a Service Insights Coordinator to our team, who will help interested agencies transition to online intake

We're looking forward to continuing to learn, change, and repeat over the coming year, and there's no one else we'd rather have as our teachers and classmates than all of you.

### Please return:

- Pages 20-26 of this agreement
  - Updated state "Exempt Organizations or Institutions Sales and Use Tax Certificate of Exemption,"
- by September 1, 2023, by email or online PDF submission to your Agency Relations Coordinator.

## Agency Relations Team

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# Food Banking 101

## *Feeding America Network*

Feeding America is a nationwide network of over 200 regional food banks that provides food and services to people each year. Each county in the United States is assigned to a regional food bank—like Second Harvest Food Bank of East TN—that then partners with local pantries and meal programs to distribute food to those who need it.

As a member of Feeding America, SHFBETN subscribes to its contract, pays membership fees, and adheres to Feeding America’s prescribed best practices for food banking. In return, Feeding America helps SHFBETN raise funds, source food, strengthen our advocacy efforts, and better understand hunger, root causes, and economic trends.

## *SHFB of East TN*

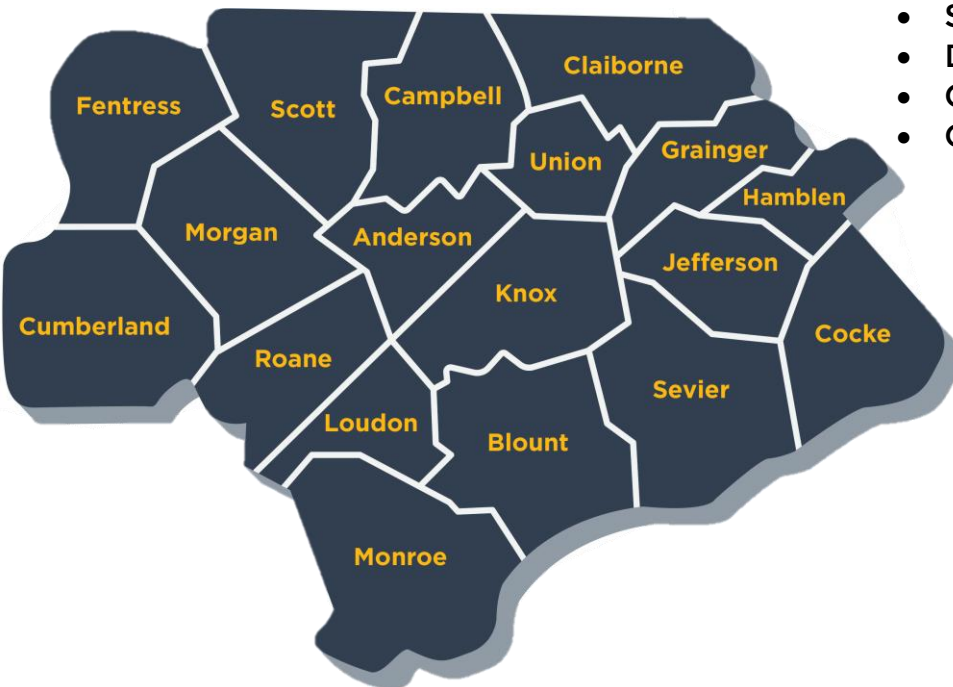
**Our Mission:** Second Harvest Food Bank is leading the community in the fight against hunger.

**Our Vision:** Adequate nutrition for a healthy life for adults, seniors, and children in the 18 counties of East Tennessee.

**Our Values:** Integrity, community, collaboration, accountability, and respect

**Our Service Area:** 18 counties, covering 7,700 square miles. Partners include:

- Food pantries
- Soup kitchens
- Homeless shelters
- Residential treatment programs
- Halfway houses
- Youth programs
- Senior service agencies
- Disaster relief agencies
- Group homes
- Other non-profit agencies



# SHFBETN Programs

In addition to agency partnerships, SHFBETN operates several programs to increase the distribution of fresh, nutritious foods and reach populations particularly vulnerable to food insecurity.

**Food for Kids:** Our “backpack” program coordinates with hundreds of East Tennessee schools to provide weekly food for children who may be missing meals on a regular basis.

**Food Rescue:** The Food Rescue program gathers surplus and time-sensitive food from restaurants, grocery stores, produce markets and the hospitality industry. This product is then delivered free of charge directly to, or picked up by, local agency partners who can immediately use the product.

**Fresh Pantry:** Second Harvest Fresh Pantries are mobile distributions where nutritious, fresh food is distributed directly to rural and underserved communities, usually in a drive-thru-style model.

**Good EaTN Cooking Club:** In partnership with local schools and after-school groups, our nutrition team teaches school-aged children basic knife and kitchen skills, as well as easy, nutritious recipes.

**Hospital to Home:** In partnership with healthcare organizations, SHFBETN provides medically-tailored food boxes to their patients at risk of food insecurity.

**More Than Food:** More Than Food is a case-management-style program that works with participants to become financially self-sufficient. During their time in the program, SHFBETN supplies participants with two weeks’ of food at each of their biweekly sessions.

**School Pantry:** School Pantries are located on school property, and food distributions take place each month on a set day and time. School Pantries provide children and their families with staple items. These items help them stretch their monthly food budgets.

**Senior Outreach:** Through coordination with local Senior Centers who are focused on the needs of our senior population, Senior Outreach serves homebound seniors a monthly box of dry staples and fresh produce. Referrals to this program are not made through the Food Bank; instead, all client referrals originate from within the local partners administering the program.

**SNAP Outreach:** Our Empowerment Service Coordinator helps walk clients through each step of the SNAP (aka “food stamp”) application process.

In order to maximize use of resources and reduce duplication of efforts, please contact SHFBETN if you are currently or intend to operate similar programs; this will allow SHFBETN and your agency to support one another through sharing resources and best practices!

# Eligibility to Partner with Second Harvest

## *Tax Status*

To be eligible for partnership with Second Harvest Food Bank, an agency must be classified by the IRS as a 501(c)(3) that is *not* a private foundation, or must comply with the IRS's definition of a house of worship (also known as the "14 Points Test"). It is the agency's responsibility to maintain eligibility to receive donated products under IRS code, section 170(e)(3). Should the agency lose their 501(c)(3) or house of worship status, the partnership with SHFBETN will be terminated.

## *Use of Product*

Partner agencies must be incorporated or utilize their partnership to serve the ill, needy, and/or children, and only distribute food to those who meet these parameters. Someone who qualifies as an ill person may:

- Suffer from a physical injury
- Suffer from malnutrition
- Suffer from illness or infection that significantly impairs physical health
- Have an existing handicap
- Be partially or totally incapable of self-care (including due to age)

A needy person is someone who lacks the necessities of life, including physical, mental, or emotional well-being because of poverty or other distressing life events.

This means that SHFBETN product may not be used for:

- fundraising programs
- events
- church functions
- dinners/potlucks
- staff/volunteer personal use (unless that individual meets the same criteria and follows the same procedures to receive food as other clients)

Donated product may not lawfully be used to "pay" or "thank" staff or volunteers. **Volunteers cannot be given special treatment at distribution or allowed to have first choice of product.**

**Please note:** You may only use SHFBETN product for programs described in your application. For example, items received for a church-run emergency food box program cannot be used for the church's soup kitchen to feed the homeless, unless this program has been added to the current application by contacting your Agency Relations Coordinator.

## *Distribution Frequency and Location*

Your agency must distribute food at least six times per year, and may only have distribution locations within SHFBETN's 18 county service area

Second Harvest reserves the right to prioritize partnerships with agencies reaching underserved areas or populations, and with organizations that intend to provide frequent, regular, and long-term service to their community.

**Non-Discrimination:** No agency or organization may deny access of SHFBETN product on the basis of race, creed, national origin, religious affiliation, sex, sexual preference, age, ancestry, marital status, disability, gender identity, unfavorable discharge from the military, status as a protected veteran, or citizenship.

Faith-based agencies cannot require clients to proselytize or pray in order to obtain food.

## Food Supply

Second Harvest has four streams of food available to partners. SHFBETN does not hold food back for any agency.

**1. Purchased** SHFBETN works to keep certain inventory in stock at all times. These items are frequently requested by agencies and the clients they serve, with an emphasis on foods with higher nutritional value. SHFBETN purchases these items at bulk rates from local, regional and national brokers, suppliers, manufacturers and wholesalers. These items are available to partners at SHFBETN's cost.

**2. Donated** SHFBETN receives a wide variety of donated food and non-food items. Most items are donated by the food industry, ranging from local groceries to nationally known food manufacturers. These food products are edible, usable items, but for a variety of reasons cannot be sold in stores.

To ensure product safety, products are evaluated by ServeSafe Guidelines. We inspect all items before they are distributed from our facility. Loose donated items, such as from food drives, are processed through our salvage area. Donated products are inspected and packaged for distribution, usually in boxes that consist of the same product, but in different sizes and brands. Donated products are available at no cost to SHFBETN partners.



**Non-food items:** The agency may utilize non-food items provided by SHFBETN to reduce operational expenses (e.g. cleaning supplies, etc.), provided the agency does not deny clients access to these products.

**3. Produce** Second Harvest receives produce through both purchases and donations. In order to make fresh, nutritious foods as accessible as possible to all partners, all produce is free through Second Harvest.

**4. USDA Commodities (TEFAP)** Qualifying agencies may receive USDA commodities at no cost. These items are selected and allocated by the Tennessee Department of Agriculture, and participating agencies must submit a monthly inventory report through Primarius. If you are interested in receiving USDA product, contact your Agency Relations Coordinator.

**Procedure for Prioritized Programs:** SHFBETN asks our member agencies to understand our efforts to be fair in product distribution. The key here is “sharing” the products available. Just remember, if you take more than your fair share, another agency that is also doing great work will have less to provide to their clients.

From time to time, donated inventory may be in short supply. When shortages occur, restrictions will be placed on some items. When restrictions are in effect, please do not ask us to make exceptions. If your program has an emergency situation, please contact your Agency Relations Coordinator.

When an emergency condition and/or product shortage occurs, SHFBETN will use the following priority system for distribution.

- 1<sup>st</sup> Active Emergency Pantries / Shelters
- 2<sup>nd</sup> Soup Kitchens
- 3<sup>rd</sup> Residential / group homes
- 4<sup>th</sup> All other approved programs

## Ordering Food

Each partner agency places orders for their agency through our online inventory system, Primarius. All new agencies will complete ordering and pick-up training as part of their onboarding with SHFBETN.

After placing an order, there are several ways to obtain product:

### ***Pick up at Second Harvest***

Pick-up orders must be placed *at least* two business days prior to pick-up. Please note that agency representatives are not permitted to pick up an agency’s product without their agency ID card. To schedule training for new volunteers, please contact your Agency Relations Coordinator. When picking up, agency representatives must comply with our **warehouse’s safety rules:**

- While in the warehouse, stay within the loading dock area. For your safety we have created a safe zone marked with yellow lines in the loading area. Please do not go beyond the yellow lines.
- Be alert, aware, and careful. There are forklifts, cars and trucks operating in the distribution and parking areas.



- To maintain a safe environment, SHFBETN would prefer not to have toddlers and young children in the warehouse. SHFBETN also recognizes that is not always possible; therefore, we respectfully request that no children be left unattended and prefer the children be in strollers.

- No running in the warehouse.
- If you pick up an item that is leaking, please notify a staff person immediately.
- Open drinks and food are not

permitted in the warehouse.

- If you must eat or drink, please utilize the break room where we have provided vending machines for your convenience. Please be sure to clean up after yourself.
- SHFBETN is a tobacco-free facility.
- No weapons of any kind are allowed on SHFBETN property.
- You must wear closed-toe shoes when picking up food.

**Loading and Transportation:** All orders must be picked up in a clean and safe truck, trailer, van, etc. Product is not permitted to be picked up in any vehicle that is contaminated with animal feces, mulch, etc. It is your responsibility to make sure your vehicle is within its weight limits when picking up an order. This information can be found in your vehicle's operating manual, or you may find [this article](#) on payload capacity helpful.

Please show up at your scheduled pick-up time to prevent overcrowding at checkout area. Agencies will not be loaded on a first-come, first-serve basis. If an issue occurs with your scheduled pick-up time, please contact your Agency Relations Coordinator to schedule a new time.

Before loading your order, check and verify all products. If you find a mistake or unsatisfactory product, alert a SHFBETN staff member immediately. We cannot issue refunds for missing items that have been signed for at pick-up. Your agency is responsible for loading and stacking all products in your pick-up vehicle. All items must be securely loaded to ensure safe transportation of the products. Please bring tie downs, ropes, tarps, etc. to help secure your load for the safety of all commuters.

Passive cooling—like thermal blankets or ice—may be used to transport frozen or refrigerated items for 30 minutes or less. Any travel above and beyond that must be in a refrigerated vehicle.



## *Route Delivery*

SHFBETN delivers product to agencies via scheduled recurring routes, especially in outlying areas. Agencies order product using the online product listing. Product is loaded onto one of our vehicles and delivered to Agencies according to the established schedule. Agencies place orders one week before scheduled delivery. Unfortunately, we are unable to guarantee delivery at a specific time. The driver will call when they are on their way.

If, upon arrival at a partner agency, SHFBETN staff feel there is not sufficient storage to safely keep products, they will keep products on the vehicle and return them to SHFBETN. If this occurs, SHFBETN may place restrictions on the agency's ability to order.

Route Delivery Fee: There is a delivery fee of \$0.06 per pound associated with Route Delivery, with a minimum fee of \$50.00 and a maximum fee of \$125.00 per delivery. If an agency does *not* plan to utilize their scheduled delivery truck, they must provide SHFBETN with two weeks' notice or be assessed the \$50.00 minimum delivery fee. This allows SHFBETN to offer that delivery time to another partner.

## *Order Additions*

When possible, the Agency Relations team will make additions to existing orders so long as requests are submitted at least two business days prior to pick-up or delivery date.

## *Agencies Distributing to Other Agencies (Redistribution)*

SHFBETN may permit agencies to distribute products obtained from, or enabled by, SHFBETN to other approved agencies if the following conditions are met:

- The agency agrees to obtain approval from SHFBETN before each redistribution.
- SHFBETN food being redistributed must not cross county lines.
- Products can only be redistributed to approved agencies that are in good standing with SHFBETN.
- Products may only be redistributed one time.
- Redistributed products may only be used to serve the ill, needy, or children.
- The agency redistributing products must maintain accurate records which include recipient agency, date of redistribution, product description, and weight to facilitate trace and recall procedures.
- No fees can be charged in relation to redistributions (e.g. VAP, handling fees, delivery, transfer, referral or any other fees paid to the redistributing organization).
- Redistribution is rare and is not relied upon for safe storage of product.
- **SHFBETN products may not be traded, bartered, or sold.**

# Nutrition and Client Choice

**Nutrition:** We understand that simply providing food is not enough in our fight against hunger. SHFBETN prioritizes nutrition in our purchasing and distribution decisions, in the hopes of preventing and/or alleviating the effects of nutrition-related illnesses, such as diabetes and hypertension.

When placing your orders online, we ask that you pay attention to our nutrition ranking system (Green = often; yellow = sometimes; red = rarely). Please keep in mind the nutritional balance of the foods that you offer to clients.

If you would like printed recipes to accompany any of the items you order, especially produce, please let your Agency Relations Coordinator know.

**Client Choice:** To reduce food waste and increase the dignity of the client experience, we encourage agencies to implement client choice—where clients choose what and how much food they and their families need. Client choice does not require any additional space, and agencies who have made the switch emphasize what a positive impact client choice has on the pantry environment and on relationships with clients. For methods specific to your pantry, talk to your Agency Relations Coordinator.

## Food Safety

Keeping food fresh and wholesome requires attention to proper food safety rules at each stage of transportation, storage, and preparation. Because some of the product donated to the Food Bank is near the end of its best-use period, it is critical that we all take steps to maximize the length of time the product lasts.

To ensure food safety, each agency must have one representative during each distribution will maintain a current SHFBETN-approved food safety training certificate. These include:

- ServSafe Food Handler Online Course and Assessment
- [Knox County Health Department](#) (free and online!)
- Your local health department's training option
- In-person class at Second Harvest (free; contact your Agency Relations Coordinator for details and to RSVP)

### *General Storage Requirements*

- Have storage space solely specified for food and/or hygiene products.
- Store food in a clean, dry area.
- Store food items at least 6 inches off the floor.
- Store cleaning products, personal care items, and health and beauty items separately from food items; and in areas not accessible to children.
- Store product at the location on file for the Agency.
- Maintain a working fire extinguisher near or in the food storage area.

- Must provide proof of regular pest control such as provided by a professional pest control service. Pest control must include protection from rodents, insects, etc.
- Keep non-canned foods (flour, rice, cereal, pasta, produce, etc.) in rodent-proof containers with a tight lid.
- Maintain a food storage area with no leaks, holes, or separation in the ceiling or foundation.
- Maintain a food storage area with good ventilation and proper heating and air conditioning.
- Have no smell or foul odor or chemicals in or around storage area.
- Have no mold or other fungus in or around storage area.
- Have locks on all doors to the pantry and food storage areas
- Store products in designated areas that have been approved by SHFBETN. Any changes in storage (facility, refrigeration, etc.) must be approved by SHFBETN.
- Food may not be stored in residential homes, unless it is a documented or licensed group home.
- Place thermometers in refrigerators (40 degrees or below) and freezers (0 degrees or below) and record those temperatures once a week or whenever fridge or freezer has been frequently opened, whichever is more often.
- Defrost freezers on a regular basis.
- Post temperature logs for each refrigerator/ freezer. Temperature logs must be kept for 5 years.
- Keep prepared foods above 140 degrees F until served to clients.
- Inspect all food before distributing to clients. SHFBETN inspects all products before they leave our warehouse, but agencies must make the final determination as to the integrity of the product.
- Be a cooking agency or certified as a repacking facility in order to receive bulk product.
- Store, handle, and distribute products consistent with all local, state, and Federal regulations, and any regulations that follow.

**In the event of a food recall, SHFBETN will contact your agency and inform you of the appropriate steps to take, including how to contact and alert clients who may have been affected.**

Finally, there is wisdom in “When in doubt, throw it out.” Feel free to contact your Agency Relations team if you have any food safety-related questions.

# Record Keeping

Agencies must keep records accurately reflecting the total amount of products received and distributed; a description of the products and the date of their receipt; invoices; and client logs. In addition to clearly outlining procedures for determining need and client eligibility, agencies that distribute food to entire households (such as food pantries) should collect client:

- Name
- Address (when available)
- Phone number (to inform of potential food recalls)
- Household size
- Number of household members who are children (aged 17 and under); adults (age 18-59); and seniors (60+)
- Agencies should never ask for a client's social security number**

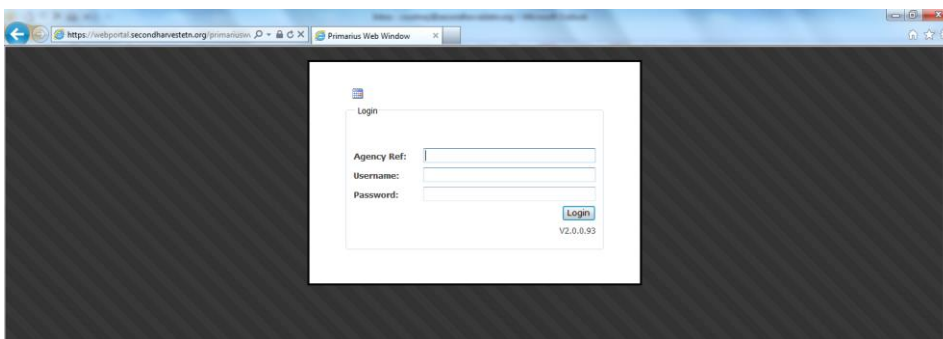
Remember, the fewer questions asked, the less uncomfortable clients feel. We recommend *not* requiring ID or proof of address, as it is just one more hoop for clients to jump through.

Soup kitchens do not need to collect any personal identifying information.

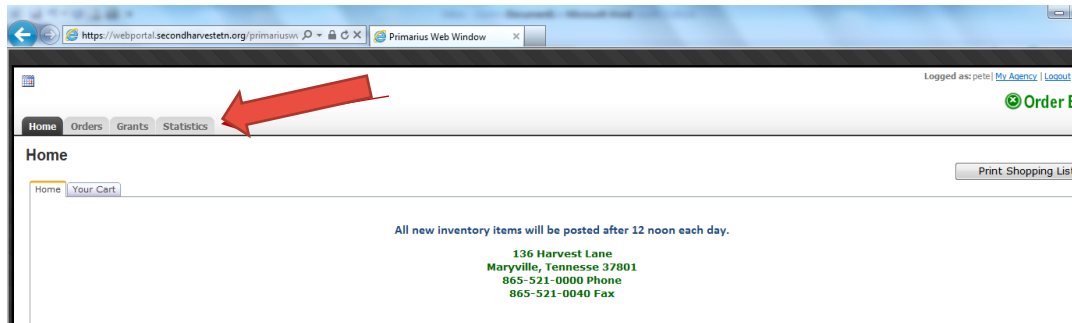
## *Entering Statistics (ALL Agencies)*

Each month, the total number of people served, categorized by age group, must be submitted to SHFBETN. These statistics are due by the first of the following month (e.g. May statistics are due June 1).

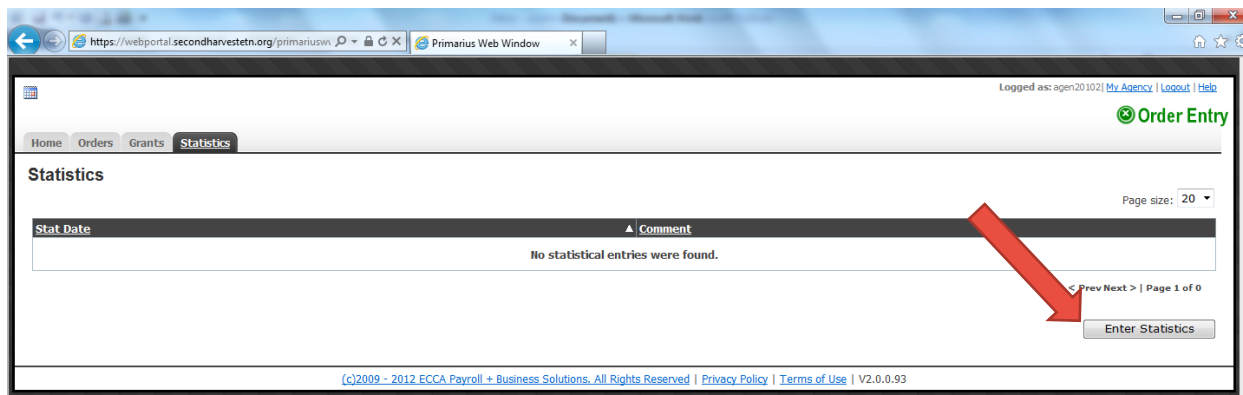
1. Go to Primarius and log into your account



2. Click on the Statistics Tab in the top left corner.



3. Click Enter Statistics in the bottom right of the page.



4. Enter the appropriate month and year.  
Enter Statistics

Effective Date: **Month:**  **Year:**

Meals:  **People:**

Comments:

Category	Quantity	Comment
1-Adults age 18 thru 59	<input type="text"/>	<input type="text"/>
2-Children age 17 and under	<input type="text"/>	<input type="text"/>
3-Seniors age 60 and above	<input type="text"/>	<input type="text"/>
4-Total of All People Served	<input type="text"/>	<input type="text"/>
7- USDA Household Totals	<input type="text"/>	<input type="text"/>
8- Clients who've lost SNAP benefits	<input type="text"/>	<input type="text"/>
Total Households Served	<input type="text"/>	<input type="text"/>

5a. **COOKING AGENCIES ONLY**-- In the “meals” box, enter the total number of plates served for the month. Then click “submit” in the bottom right corner.

Home Orders **Statistics** Inventory My Docs

### Enter Statistics

Effective Date: Month:  Year:

Meals:  People:  Males:

Comments:

**Category**

- 1-Adults age 18 thru 59
- 2-Children age 17 and under
- 3-Seniors age 60 and above
- 4-Total of All People Served
- 7- USDA Household Totals

5b. **PANTRY AGENCIES ONLY** (agencies providing food for someone to take home and prepare themselves; this includes bags for those experiencing homelessness):

DO NOT enter anything in the top boxes (meals, people). Only enter the appropriate numbers in boxes 1-4, and “total households served”.

If you are an agency that receives USDA food, you must also provide the number of households that received USDA food over the course of the month. Then click “submit” in the bottom right hand corner.

### Enter Statistics

Effective Date: Month:  Year:

Meals:  People:

Comments:

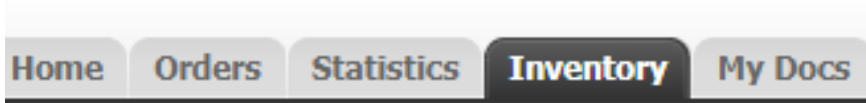
Category	Quantity	Comment
1-Adults age 18 thru 59	<input type="text"/>	<input type="text"/>
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3-Seniors age 60 and above	<input type="text"/>	<input type="text"/>
4-Total of All People Served	<input type="text"/>	<input type="text"/>
7- USDA Household Totals	<input type="text"/>	<input type="text"/>
8- Clients who've lost SNAP benefits	<input type="text"/>	<input type="text"/>
Total Households Served	<input type="text"/>	<input type="text"/>

5c. **AGENCIES THAT PROVIDE BOTH A PANTRY AND HOT MEALS:** Follow the procedures above. Do not combine the number of people served hot meals with the number of people served by your pantry. Number of hot meals should be entered in the meals box.

## Entering Inventory (USDA Agencies Only)

Agencies participating in The Emergency Food Assistance Program must agree to follow all guidelines provided by the Tennessee Department of Agriculture as found in the TEFAP Manual. Agencies must have a designated person who has attended training provided by SHFBETN. Trained volunteers/staff will be responsible for following storage requirements, distribution guidelines and completing accurate reports. The agency agrees to submit TEFAP monthly reports by the first day of each month.

1. In Primarius Online, go to the inventory tab.



## Agency Inventory

2. Select "USDA" from the category dropdown and the start and end days of the report month.

### Enter Inventory

Select Product Category:

Begin Date:  Ending Date:

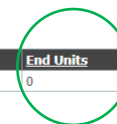
[\(c\)2009 - 2021 ECCA Payroll + Busine](#)

3. Verify the USDA items you distributed that month, including the beginning units and number of cases received. Then enter end units ONLY and submit report.

Inventory for Period 2/1/2021 - 2/28/2021

Begin Date: 2/1/2021      End Date: 2/28/2021      Report Date: 3/12/2021 10:44:00 AM      Date Submitted: 3/12/2021 10:45:00 AM  
 Product Category: USDA Product      UserName: exithere      Phone:      Signed By:

Comment:



Product Ref	Product Name	Packing	Begin Cases	Begin Units	Cases Received	End Cases	End Units	Damaged	Comment
706076	USDA, DRIED SPLIT PEAS	12/2 LB BAGS	0	1	0	0	0	0	

# Accounting

Agencies will receive an invoice every time food is picked up at our warehouse or when products are delivered on Rural Routes. These individual invoices will not be emailed or mailed.

Monthly statements will be mailed to the agency's chosen mailing address once a month. Payments for food/services must be made by agency check only (no cash, personal checks, or credit cards) **and the agency number must be noted on the check.** It is also recommended that invoice number(s) being paid are noted on the remittance. If an agency has been overcharged for any reason, an agency credit will be applied to their account to go towards the next month's statement. Remittance should be mailed to Second Harvest Food Bank of East TN, 136 Harvest Lane, Maryville, TN 37801.

A late fee may be assessed for any monthly statement not paid within 30 days. If an agency balance is left unpaid for 3 months, the agency will be suspended until the account is paid in full or a payment plan is in effect.

# Volunteering

Volunteers are the heart of the Second Harvest Food Bank. SHFBETN depends on volunteers to help carry out many of the critical activities of the Food Bank. If you would like to volunteer at SHFBETN please sign up using this link:

<https://secondharvestetn.org/volunteer/>

**Credit for volunteering:** Anyone interested in volunteering can earn a \$ 1.00 credit per hour, per person, for any partner agency of their choice, which they indicate at the time of signing up to volunteer. The maximum amount of credit per agency is \$100.00 per month. All credits will be applied to the agency's account on a quarterly basis.

# Marketing and Advertising

Every agency should post its operating days and times in an area visible to the public. SHFBETN will publicize this information on its website, along with a working agency phone number.

SHFBETN asks that if you advertise the distribution of product sourced through SHFB, please include us as a positive partner in the activity. Appropriate ways to do this:

- Include the Second Harvest logo alongside other partners or with your logo.
- Include the text "A partner of Second Harvest Food Bank of East Tennessee" in the ad.
- Describe our partnership and the positive impact it has on your hunger mission.



The agency will make no claim as to operating a “Food Bank” and shall not use this term in any of the agency’s identification, publication, advertising or marketing endeavor. Instead, “Food Pantry” or another descriptor should be used. The agency agrees to never negatively portray SHFB, a partnering agency or a SHFBETN program in the public eye.

## Follow us!

For news about events, fundraisers, and distribution sites, as well as recipes, training resources, and client stories, keep up with our:

- Website ([secondharvestetn.org](https://secondharvestetn.org))
- Facebook ([facebook.com/Second.Harvest.ETN](https://facebook.com/Second.Harvest.ETN))
- Instagram (<https://www.instagram.com/secondharvestetn/>)
- YouTube ([https://www.youtube.com/channel/UCHTC6YxRC-EIKYBG\\_PILUXQ](https://www.youtube.com/channel/UCHTC6YxRC-EIKYBG_PILUXQ))

## Inspections



Second Harvest wants inspection visits to be an opportunity for better communication and positive interaction between the Food Bank and the agency. In addition to ensuring compliance with Second Harvest requirements and food safety, these visits are an opportunity for agencies to showcase their work; brainstorm with Second Harvest; and discuss capacity building options.

When possible, inspections will take place during an agency’s operating hours. In addition to reviewing an agency’s file for tax-exempt status, up-to-date food safety certificates, up-to-date reporting and invoices, staff will be looking to see:

- If there are any signs of pests (holes, droppings, casings, insect eggs, chewed-through packaging)
- proof of monthly pest control
- Compliance with all dry storage guidelines set out in this manual
- Compliance with all cold storage guidelines, including temperature logs checked at least once per week

- Client records, including current intake sheet, from the last five years
- SHFBETN manual accessible to volunteers
- Compliance with USDA requirements, if participating in that program
- Signage including days and hours of operation
- Compliance with all other requirements of SHFBETN (e.g. no charge for food)

*If there is need for corrective action, your Agency Relations Coordinator will work with your agency to draw up a plan and timeline for correction, and schedule a time to come re-inspect. Unless pantry conditions are endangering clients or an intentional breach of contract, a pantry will not be suspended due to need for corrective action. Our goal is to work with you on providing a safe, respectful environment for people who need assistance rather than to be punitive.*

**Expansion:** The agency should notify SHFBETN in writing of any program expansion beyond what is included in the agency application. Inspections must take place with any location change prior to first food distribution.

The agency agrees that it will only receive, store, prepare, and distribute products from SHFBETN at multiple locations if ALL locations:

- Have been inspected and approved by SHFBETN prior to receiving, storing, preparing, or distributing food.
- Individually meet the requirements of this agreement.
- Single-family residences are not approved locations for receiving, storing, preparing, or distributing SHFBETN products.

## Grievance and Suspension Policies

### *Grievance Procedure*

SHFBETN recognizes that challenges may arise that would require special handling. Therefore, should any agency encounter a challenge such as suspension, termination, poor customer service, financial restrictions, etc., SHFBETN has instituted the following grievance procedure. We ask that you follow this procedure and allow us the opportunity to resolve the problem with you.

- Inform the Agency Relations Department of the situation.
- The Agency Relations Department will meet and discuss the situation with the appropriate staff for resolution.
- If a resolution cannot be achieved, Agency Relations will report the situation to the Executive Director.
- If no resolution is met, the matter will be forwarded to the SHFBETN Board of Directors for final resolution.

Your program has 30 days from the date of an incident to file a formal grievance with the Agency Relations Department.

**Discontinuation of Services:** If your agency decides to discontinue services for any reason, all products and equipment from SHFBETN must be returned immediately. Should the agency request reinstatement, a new Agency Application Packet must be completed before being reinstated.

### *Inactive Agency Status*

To be deemed an active agency, the agency agrees that it will obtain product from SHFBETN at least once every 12 months and distribute food at least six times each year. Should the agency become inactive, the agency will not be allowed to obtain product from SHFBETN. The agency agrees that it will complete a new Agency Application Packet before being reinstated; however, no additional application fee will be required.

### *Suspension Procedure*

Behaviors listed below will result in the immediate suspension of our Agency agreement. Other violations will be reviewed on a case-by-case basis.

- Exchanging SHFBETN product for money, property, or services.
- Removal of SHFBETN product from an on-site program for private use.
- Using SHFBETN product in a manner that is not related to serving the ill, needy, or infants. (Agency cannot use SHFBETN product for fundraising events, board meetings, church functions, etc.)
- Any violation of the agency contract
- Any violation of the eligibility requirements
- Any violation of the agency guidelines
- Storage of SHFBETN product off agency property
- Failure to return required reports
- Failure to pay invoices
- Failure to report a change in director or pastor
- Allowing an unauthorized person to shop using your pickup card
- Shopping for anyone other than your agency
- Failure to follow warehouse safety rules or procedures
- Stealing product from SHFB
- Forgery of client/agency documentation

# 2024 Agency Liability Release & Contract Agreement

The authorized representatives' signatures below confirm that

\_\_\_\_\_ (agency) located at

\_\_\_\_\_ (physical address)  
has received the 2024 Agency Manual and agrees to abide by all its rules and regulations, and will make a copy of the manual accessible to all volunteers and clients. If your agency does not have a Board of Directors, the person with primary legal authority over your organization may complete the Board signature lines. **Two different signatures are required.**

I also affirm that Second Harvest Food Bank of East Tennessee and Feeding America:

1. Are released by the agency from any liabilities resulting from goods received;
2. Are held harmless from any claims or obligations regarding the agency or the received goods, and
3. Offer no express warranties in relation to the goods received.

Please return the signed contract and liability release by July 1. Beginning July 1, any agencies that have not yet submitted their 2024 contract and liability release will be unable to order until those documents are received by Second Harvest.

\_\_\_\_\_  
Agency Representative Printed Name

\_\_\_\_\_  
Agency Number

\_\_\_\_\_  
Agency Representative Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Agency Board President Printed Name

\_\_\_\_\_  
Agency Board President Signature

\_\_\_\_\_  
Date

<b>Office use only</b> _____ <b>Staff initials and date</b>
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# 2024 Agency Update Information

Agency Name: \_\_\_\_\_

Agency Number: \_\_\_\_\_ County: \_\_\_\_\_

Agency physical address:

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City/State/Zip Code:

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Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

\*\* PANTRIES WILL HAVE THE ABOVE INFORMATION POSTED ON THE SECOND HARVEST FOOD BANK OF EAST TENNESSEE WEBSITE. PLEASE MAKE SURE ADDRESS IS ACCURATE AND THE PHONE NUMBER LISTED IS WORKING. \*\*

**Mailing Address** SAME AS PHYSICAL:

Street Address/PO Box:

-----  
City/State/Zip Code:

-----

**Billing Information:**

Please indicate where billing/payment records are to be sent, if different from above.

Billing Contact (Person) Name:

-----  
Billing Address:

-----  
City/State/Zip Code:

-----

Telephone: \_\_\_\_\_

**Contact Persons:**

Must maintain a valid email address for director, main and secondary contact. The Main and Secondary Contacts cannot be the same person.

Director/Manager/Pastor:

Name \_\_\_\_\_

Telephone \_\_\_\_\_ E-Mail \_\_\_\_\_

MAIN Contact

Person \_\_\_\_\_

Telephone \_\_\_\_\_ E-Mail \_\_\_\_\_

SECONDARY Contact

Person \_\_\_\_\_

Telephone \_\_\_\_\_ E-Mail \_\_\_\_\_

**Personnel Information:**

Who orders for your agency? Director  Main Contact  Secondary Contact

Someone else: \_\_\_\_\_

Telephone \_\_\_\_\_ E-Mail \_\_\_\_\_

Who enters statistics? Director  Main Contact  Secondary Contact

Someone else: \_\_\_\_\_

Telephone \_\_\_\_\_ E-Mail \_\_\_\_\_

**TEFAP/USDA Participants:**

Who is responsible for TEFAP (USDA) Monthly Reports? Director  Main Contact   
Secondary Contact

Someone else: \_\_\_\_\_

Telephone \_\_\_\_\_ E-Mail \_\_\_\_\_

**Food safety certified personnel and date of training: (Certificate valid for 3 years)**

*(Info can be found under "My Agency" in the top right corner of Primarius.) Attach additional page if necessary. If all certificates at your agency are expired, you must complete renewal before your contract is considered complete.*

1. Name: \_\_\_\_\_ Date: \_\_\_\_\_

2. Name: \_\_\_\_\_ Date: \_\_\_\_\_

3. Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Would you like us to remove someone from your account?**

*(Info can be found under "My Agency" in the top right corner of Primarius.)*

Name: \_\_\_\_\_

Name: \_\_\_\_\_

**Agency Classification:** (Please mark all that apply)

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Homeless Shelter | <input type="checkbox"/> Rehab         | <input type="checkbox"/> Residential              |
| <input type="checkbox"/> Pantry           | <input type="checkbox"/> Multi Service | <input type="checkbox"/> Youth                    |
| <input type="checkbox"/> Senior Citizen   | <input type="checkbox"/> Soup Kitchen  | <input type="checkbox"/> Shelter (battered, etc.) |

**Select all that apply to your agency:**

- Pick up at the Food Bank    Route Delivery    Food Rescue

**If you pick up from SHFBETN, please indicate the type(s) of vehicle you use:**

- Personal car, SUV, pickup truck, with or without trailer
- Box truck (no refrigeration)                       Box truck (with refrigeration)
- Passenger van                       Tractor trailer                       Other: \_\_\_\_\_

**If your agency is not currently on a rural route,** would you like to be contacted about the possibility of receiving scheduled deliveries beginning January 2024?    Yes    No

**Changes in Storage:** Have there been any changes in your food storage (location, amount of space, shelving, freezer, refrigeration, etc.)?    Yes    No

If yes, please provide details:

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-----

**General Information:**

Days of operation (Example: Every Monday or every third Thursday of the month)

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Hours of operation (Example: 9:00 a.m. to 11:00 a.m.)

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If times differ from day to day, please explain:

-----

Do you only serve people who live in a specific county or zip code?  Yes  No

If yes, which counties and/or zip codes? -----

Do you provide delivery service?  Yes  No

If yes, where do you deliver?

---

What, if any, other requirements or documentation does a client need to bring to receive services (e.g. ID)? We will share this information with clients who call asking where they can get food.

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Does your Agency have programs tailored specifically for:  Kids  Seniors

If yes, please describe:

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Does your Agency provide other services? If yes, which? (Rent, gas, utilities, clothing, diapers, nutrition education, food safety education, etc.)

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**Increasing days/hours:**

If resources were not an issue, would you expand your agency's operating days or hours?  
 Yes  No

If yes, what do you need to expand your days and times? Please indicate all that apply.

- More volunteers
- More funds
- More cold storage
- More dry storage
- More frequent deliveries
- Other (please list):

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**Increasing Capacity:**

Second Harvest Food Bank will continue to seek funding in order to assist our agencies with capacity needs. Please indicate all needs that apply.

- Walk-in freezer
  - Walk-in cooler
  - Chest or upright freezer
  - Chest or upright cooler
  - Shelving
  - Carts
  - Boxes
  - Bags
  - Pallet jack
  - Items to improve client experience (e.g. chairs, paint, better lighting, etc.)
  - Vehicle (please share what kind): -----
  - Other (please list):
- -----

**Learning Opportunities**

This year, we hope to once again host a learning and celebration conference for our partner agencies. Please indicate all topics that your agency might be interested in learning more about.

- Client choice
- Client intake software
- Connecting clients with other types of services (e.g. housing, Medicaid)
- Food safety
- Food sourcing at Second Harvest
- Fundraising
- Grant-writing
- Hosting the More Than Food program (see pg. 4)
- Nutrition education
- Reaching vulnerable populations (e.g. children, seniors, immigrants)
- SNAP Outreach
- State and federal anti-hunger legislation
- Succession planning
- Trauma-informed care (how to interact with people in a way that doesn't get their back up/make them feel judged)
- USDA/TEFAP
- Volunteer recruitment and retention
- Other (please list):

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**Comments:**

Please provide any comments or suggestions on how we may better serve your agency.  
Attach additional page(s) if necessary.

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