



**Member Agency
Manual
June 2023**

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This Member Agency manual will familiarize your agency with the policies and procedures of being a Second Harvest Food Bank of NW PA (SHFB) member agency.

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Second Harvest Food Bank of NW PA

Our Vision

A hunger-free community.

Our Mission

To provide food to those in need within eleven counties of northwest Pennsylvania while creating awareness and educating the community on the realities of hunger.

Our Core Values

COLLABORATION

We strive to build relationships and partnerships with a diverse group of individuals and organizations who share our vision of a hunger free community.

ACCOUNTABILITY

We maintain the public trust by exemplifying honesty, integrity, trust and transparency of the resources entrusted to us.

RESPECT

We recognize the inherent worth and dignity of every person and treat all with equity and compassion.

EXCELLENCE

We promise to excel in the delivery of our services and commitments because our clients, stakeholders, and communities deserve our very best.

SOCIAL JUSTICE

We believe that access to safe, sufficient, nutritious food is a basic human right and no one should be hungry.



BENEFITS OF MEMBERSHIP

As a Second Harvest Food Bank of NW PA member agency, your agency can receive many benefits and resources.

- The food bank provides member agencies access to a wide variety of shelf stable, frozen, refrigerated foods, and fresh produce. The Food Bank solicits and maintains relationships with local and national donors. These companies work with Second Harvest and Feeding America because of our ability to respond to large donations.
- The Food Bank transports, inspects, inventories, warehouses, and distributes all food and non-food items with high standards.
- Second Harvest drivers deliver food orders to agencies across our northwest Pennsylvania network.
- Second Harvest applies for grants for equipment and funding on behalf of our member agencies.
- Food safety training, best practices, and networking opportunities are provided each year at the Agency Conference.
- Nutrition education and recipe ideas are available through the Healthy Pantry Initiative.
- SNAP outreach is provided to help your neighbors in need complete the application over the phone.
- The food recall notification system provides timely food safety information.

Agency Support

Gerry WeissDirector of Network Relations ext. 120
Cindy PlymyerAgency Relations Coordinator ext. 103
Jacob TarasovitchAgency Relations Coordinator ext.126
Sean KerinsSenior Food Box Program Coordinator (CSFP) ext. 111
Bonnie RearickSNAP Outreach Coordinator ext. 118
David GodoyHealthy Pantry Initiative Coordinator ext. 125
Alexa HannoldChild Feeding Coordinator ext. 116

Hours

Order Pick-ups: Monday – Friday 7:30 A.M. – 12 P.M.

Perishable Pick-ups: Monday- Friday 7:30 A.M. –12 P.M. without an appointment

Front Office Hours: Monday - Friday 8 A.M. – 4 P.M.

TYPES OF AGENCIES

Food Pantry: A food pantry is an individual site that distributes bags or boxes of food directly to those in need who reside in a specified area. The food is distributed on a regular schedule to people in need of emergency food, and neighbors in need consume the food off-site.

Soup Kitchen: A soup kitchen serves emergency meals to neighbors on-site on regularly scheduled days and times.

Shelter: A shelter provides on-site meals plus emergency housing and other services for neighbors in need. Examples include domestic violence shelters and homeless shelters.

After-School Program: An after-school program provides food and/or snacks to school-age children after school. Summer programs, at times, can fall into this category.

Residential Program: A residential program is an agency that distributes food to participants in a live-in health care facility that provides therapy and treatment for substance abuse, mental illness, or other behavioral issues.



SECOND HARVEST PROGRAMS

Produce Express: The Produce Express program delivers a truckload of fresh produce and other groceries for neighbors in need where typical traditional food pantries are not available. Each truck carries enough food to provide eligible neighbors with between 25 and 50 pounds of nutritious food, free of charge. The program makes fresh, healthy produce available to those who normally would not have access to it, encouraging communities to eat healthier and make better nutritional choices.

Military Share: In northwest Pennsylvania, nearly 18 percent of households receiving food assistance have at least one member who has served in the military. The Military Share initiative, a Produce Express program of Second Harvest Food Bank, provides fresh, nutritious foods for families with at least one member who has served in the armed forces.

BackPack Program: School-aged children are among those in northwest Pennsylvania most affected by hunger each day. The BackPack program provides children with nutritious, child-friendly food and snacks on Fridays at their schools so they can bring it home, helping provide the proper nutrition necessary for weekends when other food resources may not be available.

School Pantry: Like our BackPack program, but geared more toward older school-aged children, school pantries allow students to “shop” at a designated spot inside the school for free groceries and personal care products that they can bring home on Fridays.

Healthy Pantry Initiative: Second Harvest currently works with 40 member agencies to increase access to healthy foods, provide nutrition education, and reduce the burden of chronic disease among pantry neighbors.

Retail Store Donation Program: Donations from retail stores give agencies an opportunity to acquire quality food donations. Agencies pick up food from the store for free.

Pennsylvania Agricultural Surplus System: SHFB is a recipient of Pennsylvania Agricultural Surplus System (PASS) money. The program provides funding to food banks across the state to purchase and distribute Pennsylvania grown or produced items. These items, while funding lasts, are in the inventory and free to emergency agencies.

GOVERNMENT PROGRAMS

Government nutrition assistance programs exist to help people access the nutritious food they need to feed themselves or their families. In partnership with these programs, Second Harvest provides food to those in need within 11 counties of northwest Pennsylvania.

State Food Purchase Program: The State Food Purchase Program (SFPP) provides the Second Harvest Food Bank of Northwest Pennsylvania with grants to purchase nutritious food items that aim to supplement the efforts of food banks, shelters, soup kitchens and food pantries to reduce hunger. Individuals and households that are receiving unemployment compensation, SNAP assistance benefits, cash assistance, medical assistance, or have a household income at or below 185% of the U.S poverty level may be eligible to receive food through the SFPP. Second Harvest is the lead SFPP agency for Clarion, Erie, Forest, Jefferson, and McKean counties.

The Emergency Food Assistance Program: The Emergency Food Assistance Program (TEFAP) was designed by the United States Department of Agriculture (USDA) to help supplement the diets of low-income Americans by providing them with emergency food and nutrition assistance at no cost. TEFAP provides the Second Harvest Food Bank of Northwest Pennsylvania with high quality, retail-size frozen and dry food products for distribution to member food pantries. Second Harvest serves as the lead agency distributing government TEFAP food to member food pantries in Clarion, Erie, Forest Jefferson, and McKean counties at no cost to the agencies. These locations distribute the grocery items directly to those in need.

Senior Box Program (CSFP): Many seniors in northwest Pennsylvania are faced with the challenges of making difficult decisions between paying for medicine and bills or buying groceries. To help alleviate some of the stress of not knowing where their next meal may come from, the USDA provides food items for distribution to low-income seniors through the Commodity Supplemental Food Program (CSFP) also known as the Senior Box Program.

Supplemental Nutrition Assistance Program (SNAP): The Supplemental Nutrition Assistance Program (SNAP), formerly known as “food stamps,” is a federal nutrition program that helps Pennsylvanians afford basic food staples. Many of the individuals and families served by partner agencies are also eligible for SNAP. Please refer your neighbors in need to the Second Harvest SNAP Outreach Coordinator (ext. 118) for assistance.

MEMBERSHIP REQUIREMENTS

Eligibility to be a member agency of SHFB requires an organization to meet Internal Revenue Service eligibility requirements for the receipt, transfer, and use of donated products under Section 170 (e) (3) of the IRS Code.

a. 501 (c)(3) non-profit Corporation-The agency is required to submit a current 501(c)(3) determination letter from the IRS verifying their non-profit corporate status and verifying that it is not a private foundation.

b. Church/Religious Organization-The agency hereby states that it is incorporated or considered a church as defined by the IRS. The religious organization is required to submit the IRS Church Qualifier form.

- The agency must not be revoked of its non-profit status and/or tax-exempt status by Pennsylvania or any other state or the federal government.
- Agency must be incorporated for the purpose of serving the needy, ill, infants or other qualified individuals who are in need of food.
- The agency agrees that it will not sell or use donated products by SHFB for any fund-raising events or in any way for political purposes.
- An agency cannot offer for sale, sell, transfer nor barter the donated product in exchange for money, other properties, or services.
- Agency will provide emergency food, free of charge, to those who qualify, and may not require or solicit payment, donations or services in exchange for food and/or merchandise received from SHFB.
- Agency agrees to allow SHFB to monitor for compliance at least once every two years, or more often at SHFB's discretion.
- Agency agrees to send one representative to the annual Agency Conference.

RESPONSIBILITIES

The agency will ensure the fair distribution of food while maintaining the civil rights and dignity of neighbors by agreeing to the following standards:

- Agency agrees to treat recipients with respect and dignity. Agency agrees to keep all recipient information confidential.
- Product acquired from SHFB cannot be used for general operating purposes
- The agency must be open publicly to eligible neighbors. Eligible staff, volunteers, or any other subgroup of recipients shall not be given priority or exclusive rights over the distribution of donated products.
- The agency must have established regular hours for food distribution. Agency must provide visible signage at their facility notifying the public of days and hours of operation.
- Agency must use the Self Declaration of Need form to determine eligibility.
- Agency may not discriminate on basis of race, color, sex, citizenship, religion, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity.
- Recipients cannot be required to attend a religious or political meeting or make a statement of faith or pledge membership, or to attend any religious or political meeting before, during, after or in exchange for product.
- Agency must communicate updated information to SHFB, including location, distribution dates and times, and contact information.
- Agency staff and volunteers must complete annual food safety and civil rights training.
- Agency agrees that it will order products from SHFB at least once every six months.

FOOD SAFETY

Food safety is an important public health issue. Second Harvest must ensure all food products distributed to agencies are handled, transported, and stored in a safe and appropriate manner and are in compliance with Feeding America, and the Pennsylvania Department of Agriculture regulations and guidelines. In turn, agencies must ensure this same level of food safety in their service to the community.

To maintain the highest level of food safety compliance, Second Harvest requires at least one person from each member agency to complete food safety training with Second Harvest or obtain training through your county. Food Safety Training received from Second Harvest is good for one year. All onsite feeding programs (serving prepared meals) must meet local commercial food safety training requirements.

Member agencies must have adequate refrigeration, freezer, and storage space to ensure the wholesomeness of food until used and/or distributed.

Agency agrees to immediately notify their Second Harvest Agency Relations representative whenever it receives notice of any claim of liability with respect to food or any report of illness which may have been caused by food provided by Second Harvest.

Agency must agree to accept food “as is”, inspect food upon pick up, assume full responsibility for the product once it has been received and acknowledge the Good Samaritan Food Act.

Member Agency must be willing to adhere to any additional donor stipulations.

a. Transportation

All product should be transported in a clean dry vehicle or trailer. Enclosed truck or trailer are preferable, but not required. If your agency transports products in an open truck bed or trailer, all products must be properly secured.

Food safety guidelines require the use of active or passive temperature controls when picking up products from Second Harvest. Passive controls include insulated blankets or coolers. Active controls include refrigerated vehicles. Vehicle air conditioning does not qualify as active or passive refrigeration.

b. Dry Storage

Dry product must be kept six inches off the floor, four inches from the wall, and 18 inches from the ceiling. Non-food items (cleaning supplies, personal care items) must be kept separate from food items, except for paper products.

c.

FOOD SAFETY

Dry storage should be cool and dry, between 41 to 70 degrees Fahrenheit. Clean floors, pallets, and shelving regularly. All areas should be swept and mopped regularly. Clean spills immediately. Keep doors, windows, and roofs well sealed to prevent pest entry and water damage.

d. Temperature Controlled Product

Temperatures must be checked and recorded for each refrigerator and freezer before each distribution. Refrigeration units must be kept at 35 to 40 degrees Fahrenheit. Freezer units must be kept at or below 0 degrees Fahrenheit. Freezer and refrigerator units should be clean and well maintained. There should be space in the unit to allow for good air circulation.

e. Stacking Product

Basic rules for stacking products include limiting the height of the stack to protect food on the bottom layers from being crushed and cross-stacking cases on pallets to ensure the stack will be sturdy and solid to avoid tipping when moved. Discard any cans that are too damaged to stack straight. To help assure the quality of freshness of food bank products, the “First in – First Out” (FIFO) method should be used. Food should be stored and distributed so that cases with the oldest received dates are used first. It is a good idea to date each case of product you receive as it comes in; this way you will know the cases to be used first. It is ideal to have nearly empty shelves at the end of each distribution. **Food should not be “stockpiled” at the agency.**

Pest Control

Pests carry germs and disease. Member agencies must take reasonable precautions to prevent pest infestation. Pest prevention and control programs can be maintained by member staff or a contracted source. Food storage areas should be kept clean and free of debris, ensuring that all stored products are sealed properly. Inspect the food storage area every 30 days for signs of pest infestation. Poison-free devices must be used in the food storage area to ensure that the area remains free of pests. Poison must not be used; traps and glue boards are recommended. Inspect the food storage area to determine the type of pest and the level of treatment needed to resolve the infestation and take immediate action to treat the area accordingly. Food products should be removed from the storage area if there is a possibility of toxic pesticide exposure to stored products during treatment.

FOOD SAFETY

f. Inspecting Dry Products

Not all the products you receive from food drives, retail pick-ups, and donations will be ready for distribution. Check cans for defects: deep dents, dents in the seam, cans that are not stackable. Cans with missing labels or unreadable labels due to stains should be thrown out. Cans without code dates or ingredients should be discarded. Any cans with holes, visible signs of leaking, rust, or swollen ends should be thrown out.

- g.** Food may not be stored at a private residence or in a storage facility or building that is on an individual's personal property. All food storage must be at the agency's facility.

Recalls

When Second Harvest receives notification of a product recall from the FDA or Feeding America, it will remove that product from the shelves within 24 hours. Second Harvest will email all partner agencies of the recalled products. Partner agencies will remove from their shelves and dispose of recalled products within one business day of the recall notice and notify clients to the best of their ability to make them aware of recalled product.

Second Harvest is required to send out recall notices even if it is not a product in our inventory. The recalls will be sent by email and are also available on our website at www.nwpafoodbank.org

Food Donations

The Good Samaritan Act encourages the donation of food and grocery products to 501(c)3 non-profit organizations for distribution to needy individuals. The law protects all food and grocery donors who donate wholesome food in good-faith from civil and criminal liability. The Emerson Act also provides uniform federal protection and replaces all state laws, including those in the District of Columbia, Puerto Rico and all U.S. territories and possessions. The law protects all food and grocery donors, including individuals, corporations, partnerships, associations, governmental entities, wholesalers, manufacturers, retailers, farmers, gleaners and non-profit feeding program administrators who donate food and grocery products in good faith.

PRODUCT DATING

Except for infant formula, product dating is not required by Federal regulations. The U.S. Food and Drug Administration requires a “use by” date on infant formula. The U.S. Department of Agriculture (USDA) does not require quality or food safety date labels on food. The USDA does require a "pack date" for poultry products and thermally processed, commercially sterile products to help identify product lots and facilitate trace-back activities in the event of an outbreak of foodborne illness.

The codes and dates printed on food packages have different purposes.

- A "**Best if Used By/Before**" date indicates when a product will be the best flavor or quality. It is not a purchase or safety date.
- A "**Sell-By**" date tells the store how long to display the product for sale for inventory management. It is not a safety date.
- A "**Use-By**" date is the last date recommended for the use of the product while at peak quality. It is not a safety date except for when used on infant formula.
- A "**Freeze-By**" date indicates when a product should be frozen to maintain peak quality. It is not a purchase or safety date.

Freezing: Many products can be frozen to extend the acceptable storage time. Freezing a product holds it in its present state. Bacteria cannot grow in the freezer. However, freezing will not kill bacteria if it is already present.

All shelf-stable food received from Second Harvest should be distributed within 6 months.

If TEFAP foods have been in stock for 3 months, the agency is advised to place them on a “free” table and add recipe suggestions.

Produce-The goal is to rescue and re-distribute produce that is close to expiration but still safe for consumption, rather than allowing good food to go to waste. We strive to provide the freshest produce possible but recognize that occasionally some items may not meet our standards. Spoilage is a natural process for produce, and some items grow mold or break down more quickly than others.

Source: USDA Food Safety and Inspection Service

<https://www.fsis.usda.gov/food-safety/safe-food-handling-and-preparation/food-safety-basics/food-product-dating>

PLACING AN ORDER

Ordering from Primarius Web Windows (PWW)

To log into the ordering system:

1. Go to www.nwpafoodbank.org
Click on Member Login
Put in this password: Guerdat1981
On the next page, click on: "Online Ordering and Guidelines"
On the next page, click on: "Please follow this link to place your order on the PWW Ordering System"
2. Enter your Agency Ref, Username, Password, then click on Login
3. Click on Shop, then shop online
Pick-up agencies will choose the date and time of pick up. Delivery agencies will choose the date at the end of the order.
4. To place an item in your cart:
Input the amount you want and click on update cart.
5. When you click on "View Cart" you will get a list of the products you've ordered, with the quantities. On this page, you will need to fill in your Contact Information. You can use the "Comments" section to request store produce, dairy, breads and sweets.
6. After you have reviewed the order, click on "Checkout."

You will have 12 hours to finalize (checkout) the order. After that time, if you have not finalized the order (checked out), the order is automatically cancelled.

ORDERING GUIDELINES

Pick-up

Agencies who pick-up orders at Second Harvest must place their order 3 business days in advance of the desired pick-up date. Orders must be received by 2pm to be counted on that business day. All other orders will be counted for the following day. If Second Harvest is closed for a holiday, that day cannot be counted as a business day. There is no minimum order amount for agencies who are picking up their order. Only one order can be placed for each pick-up day. You may come to the Second Harvest warehouse to pick up an order more than once a week.

Agencies may schedule to pick up their food from Second Harvest Monday through Friday between 7:30am and noon.

Agencies picking up at Second Harvest may add bread, sweets, produce, and/or dairy to an order, if available, at the time of pick-up. No appointment is necessary to pick up perishables Monday through Friday 7:30am until noon.

When picking up your order at Second Harvest:

- Check in with customer service in the warehouse office. She/he will tell you which dock door to back your vehicle into.
- Bring enough help to load your order. Warehouse staff will bring your product to the loading dock. It is your responsibility to load your vehicle.
- Please pick-up orders on time. If you select 8:00am to 8:30am on PWW as your pick-up time, you are expected to arrive at the food bank at 8am. If you are not able to make your appointment, please call 459-3663 ext.100 to make other arrangements. If no arrangements are made within 24 hours after the scheduled pick-up time, your agency will be charged a \$50 re-stocking fee.
- Check the contents of your order against the picking list before signing for your order. Once the product leaves the warehouse, your agency assumes full responsibility for the contents of the order.

ORDERING GUIDELINES

Delivery

Agencies who receive a delivery must place their order 5 business days in advance of the delivery. Orders must be received by 2pm to be counted on that business day. All other orders will be counted for the following day. If Second Harvest is closed for a holiday, that day cannot be counted as a business day. Agencies who receive a delivery may place one add-on order after the original order is placed. The Add-on order must be placed at least 5 business days (by 2pm) before the delivery date and include products not on the previous order.

For orders that are delivered, a minimum order of 500 pounds of product is required. Agencies receiving a delivery may request bread, sweets, produce, and/or dairy in the comments section of the order form.

When your order is delivered:

- Have volunteers available to help unload the delivery truck.
- Check the contents of the delivery before signing the order.

PRODUCT CATEGORIES

Bread /Store produce, Deli, and Dairy- These are items that are picked up from local grocery stores. These items are free to emergency agencies. These items are not on the inventory, just ask for the products at the warehouse.

Sweets- These are non-nutritious items, like cakes and donuts, picked up from local grocery stores. Agencies pay their shared maintenance fee per pound. These items are not on the inventory, just ask for the products at the warehouse.

Donated- Products donated to Second Harvest from individuals, food drives, and businesses. Agencies pay their shared maintenance fee per pound.

Donated 2- Products that are donated but do not have a nutritional value. Agencies pay their shared maintenance fee per pound. Items in the Donated 2 category cannot be covered by grants.

Free Products- always free to agencies

PASS- Pennsylvania Agricultural Surplus System is funded by the Pennsylvania Department of Agriculture, and is available for emergency agencies. Grant funding is used to purchase from local farmers/producers and make it available to member agencies. There is no cost to agencies participating in the PASS Program.

TEFAP- The Emergency Food Assistance Program is a federal program that helps supplement the diets of low-income residents by providing them with emergency food and nutrition assistance. Second Harvest receives the food from the USDA and distributes it equitably to agencies in the five counties we are the lead agency: Clarion, Erie, Forest, Jefferson, and McKean. The program is for emergency food pantries only. There is no cost to agencies distributing TEFAP.

TEFAP Bonus-Donated- TEFAP Bonus is also distributed through the USDA. TEFAP Bonus is available to all emergency agencies in 11 counties in the Second Harvest service area. There is no cost to agencies distributing TEFAP Bonus.

Wholesale 1- Products that are purchased by Second Harvest in an effort to create a wide variety of staples available to all agencies. Agencies pay the case cost and shared maintenance fee.

Wholesale 2- Second Harvest purchases non food and non-nutritional items available for all agencies. Agencies pay the case cost and shared maintenance fee. Items in the Wholesale 2 category are not covered by any grants.

BILLING

LFPA- Local Food Purchase Assistance Program. This is also a USDA program used to purchase food from local farmers/producers and make it available to member agencies. There is no cost to agencies participating in this program.

Billing

Second Harvest does not charge a membership fee. The shared maintenance fee offsets a small portion of the acquisition, storage, and distribution costs of food.

When looking at the inventory you will see the cost per case for each item. As you place orders in your cart, grants will be applied when applicable and the amount owed is totaled. If you believe there is an error on your invoice, please call ext. 108.

Payment is due by the 25th day of each month. You have access to your invoices and statements anytime on PWW. Statements are also emailed at the beginning of each month. Payments must be on an Agency check. Payments should refer to both the agency number and the invoice number being paid. Invoices not paid after 30 days will result in suspension of ordering privileges.

RECORD KEEPING

Agencies are required to keep a total of four years of records (three years plus the current year) on neighbors who receive food from the agency, including sign-in sheets. Food pantries must have a “Self-Declaration of Need” form also known as TEFAP form, for each household and keep the forms for three years plus the current year. The TEFAP form cannot be altered. Proof of income should never be asked at an agency for a neighbor to receive food. For more regulations regarding TEFAP distribution, check your TEFAP Outlet Manual.

Please inform Second Harvest immediately of any significant changes that occur in your organization, such as administration, addresses, staff members, E-Mail addresses, and phone numbers.

Statistics

All Second Harvest member agencies are required to report statistics on the last day of each month. It is extremely important to get these in on time as we have deadlines to stay compliant. Second Harvest uses this information for reporting to the State and Federal Government, Feeding America, and our donors. It is essential that we have accurate information on what you do to feed the need in northwest Pennsylvania.

Log in to PWW, choose Statistics tab, click on “Add New Statistics” on the bottom right corner of the page, enter the month and year. Fill in the numbers from your most recent distribution. Click “Submit Statistics” at the bottom of the page.

Food Pantry

Number of Distributions- the number of times your agency was open to distribute food for the month.

Unique Households - each household is counted one time for the month.

Unique Individuals - each person in the household is counted one time for the month.

Unique Adults – each adult in the household is counted one time for the month.

Unique Children – each child in the household is counted one time for the month.

Unique Seniors – each senior in the household is counted one time for the month.

Combined Households - the number of times you served all households this month.

Combined Individuals - the number of times you served all individuals this month.

Combined Adults – the number of times you served all adults this month.

Combined Children – the number of times you served all children this month.

Combined Seniors – the number of times you served all seniors this month.

New Households - the first time you served a household during this fiscal year.

New Individuals - the number of people in each new household.

RECORD KEEPING

If your food pantry only serves once a month, please repeat your numbers in the combined categories.

Soup Kitchen

Soup kitchens will record the total number of meals served each month.

Non-emergency agencies

Non-emergency agencies will record the total number of meals served and the total number of unduplicated people served this month.

PROBATION, SUSPENSION AND TERMINATION

Probation Policy and Procedure

The Agency may be placed on probation for a period not to exceed three (3) months if found to be in violation of the contract or state or federal law.

Notification of probation will be in writing. The Director of Network Relations or the CEO of SHFB has the authority to place an Agency on probation.

The purpose of the probationary period is to place an Agency on notice to bring its program into compliance, or face suspension. During the probationary period the Agency retains all the rights and privileges of its membership. If the violation is not rectified by the end of the probationary period, the Director of Network Relations or CEO of SHFB has the authority to extend the probationary period or to recommend suspension of the Agency.

The Agency may be put on probation for the following reasons:

- The Agency is persistently delinquent in payment of amount owed at month's end.
- There is improper storage, refrigeration, or transportation of products.
- There is inadequate record keeping as required by their contract with SHFB.
- The Agency is in violation of any applicable state or local statute, ordinances, code, or regulation.
- The Agency is not open to the public and is found distributing SHFB products to unqualified recipients or exclusive groups such as clubs, sports teams, or church congregations.
- The Agency refused to collaborate with other agencies in the Service Area.
- There is no screening process to determine recipients are needy, ill, or infants (minor children).
- The SHFB Agency Relations team is unable to monitor the Agency because the Agency is not open or does not respond promptly to attempts to schedule an appointment.
- Statistics are late.
- Agency Director or staff fail to communicate or respond to SHFB in a timely manner.
- Any other reason found by the SHFB Agency Relations team that violates the spirit of the Contract and agreements.

PROBATION, SUSPENSION AND TERMINATION

Suspension Policy and Procedure

An Agency may be suspended without first being placed on probation if it is found to have one or more violations. An Agency also may be placed on suspension if probation violations are not rectified by the end of the probationary period, or if another violation has emerged during the same probationary period. Finally, an Agency will be suspended if placed on probation more than twice during a 12-month period. Suspension notification will be in writing.

Upon suspension, an Agency loses its rights and privileges of membership including access to donated products. The Agency's suspension terminates when the Agency rectifies the violation(s) to satisfaction of the Director of Network Relations or the CEO of SHFB. This may include a monitoring visit from a SHFB representative prior to any reinstatement decision. The final decision regarding reinstatement will be that of the Director of Network Relations or the CEO and will be in writing.

Agency may be suspended for any of the following violations:

- Exchanging products received from SHFB for money, property, or services.
- Removal of product received from SHFB for Agency private use.
- Using donated product in a manner that is not related to the exempt purposes described in Section 170 (c)(3) of the Internal Revenue Code and violatiSHFB's and Agency's 501 (c)(3) status.
- Failure to make good on any insufficient funds along with payment for any additional bank fees.
- Staff or volunteers of the Agency display blatant disregard or disrespect for SHFB policies and procedures and/or SHFB staff and/or any other Agency.
- Violations of food safety standards.
- Any other gross violations of the Contract or state or federal law.

Termination Policy

The contract may be terminated with or without cause, at any time, by either party by giving thirty days written notice to the other party. If the Agency fails to fulfill in a timely manner its obligations under the Contract, or in the event of violation of any of the terms or conditions of the Contract, SHFB has the right to terminate the Contract by giving written notice to the Agency specifying the effective date of termination.

VOLUNTEERS

Volunteers Receiving Food

Volunteers assisting with distributions may receive donated products if the following standards are followed.

- Volunteers must income qualify and fill out the required paperwork like all neighbors receiving food.
- The distribution of donated products to volunteers must be handled in the same manner for all eligible individuals.
- Individuals receiving donated products through the distribution cannot be required to provide volunteer assistance in exchange for food.
- Individuals cannot be given food as a “thank you” for their service.
- Volunteers cannot receive preferential treatment or larger food packages than other neighbors.
- Volunteers are not allowed to “cherry pick” product.
- Staff and volunteers at meal sites and shelters may receive meals at the site.

Agencies providing donated product to volunteers should develop a written policy which:

- Outlines the agency’s procedures to allow volunteers to receive food (ex: volunteers get their food after all regular neighbors receive food, agency director bags up food for volunteers, or volunteers sign up and get a number same as all neighbors).
- Discreetly preserves the confidentiality of all neighbors to minimize embarrassment.
- Provides for such policies to be monitored and periodically evaluated.
- The agency’s board or volunteers should be made aware of policies and procedures.

MONITORING

The Agency monitoring process serves to ensure compliance with state and federal law as well as the Second Harvest Member Agency Contract. SHFB staff will monitor for compliance at least once every two years, or more often at SHFB's discretion. Here is what SHFB staff will look for during a site visit.

- Visible signage with dates and times of distributions
- Do volunteers receiving food assistance go through the same process as non-volunteers to receive food?
- Does your agency use the current Self Declaration of Need form?
- Is the "And Justice for All" poster, Written Beneficiary of Rights Notice, and the Civil Rights Discrimination Complaint form visibly displayed?
- Does the agency have a copy of the current contract with SHFB?
- Does the agency have a copy of the current TEFAP contract if applicable?
- Is at least one volunteer food safety trained?
- Do all volunteers with direct contact with neighbors have a current Civil Rights certification?
- Does the agency have up to date records of those receiving food from the agency?
- Does the agency have up to date temperature charts for all freezers and refrigerators?
- Is all food kept off the floor and away from walls?
- Are chemicals stored away from food products?
- Is the agency clean and pest free?
- Does the agency have a pest control plan?
- Is the storage area secure?

FREEZER TEMPERATURE CHART

DATE	TEMP	IS IT 0° OR BELOW?

TEFAP POLICIES

Distribution guide

Each agency should not re-distribute food to another agency unless you have written consent from SHFB.

- Information unrelated to TEFAP may not be placed in or printed on TEFAP bags or boxes. The only exception is for information regarding government sponsored programs that help the needy.
- TEFAP is open to all eligible persons regardless of race, color, national origin, sex, age, or disability.
- Agencies should request to see ID from the client. If the recipient does not have ID they are still eligible for TEFAP. Neighbors are not required to provide proof of their dependents. Recipients must be a PA resident.
- Agency must comply with the Americans with Disabilities Act, which requires places of public accommodation to provide goods and services to people with disabilities on an equal basis with the rest of the general public.
- Food pantries must keep records of who receives food at each distribution.
- All staff and volunteers who interact directly with participants must complete Civil Rights training once a year.
- TEFAP products should be labeled and on different shelves than other products.
- All agencies distributing TEFAP should keep a TEFAP inventory.

The following USDA nondiscrimination statement must be included on all printed materials advertising your program.

This institution is an equal opportunity provider.

CHANGE OF INFORMATION FORM

As your agency changes staff or volunteers, please inform Second Harvest Food Bank so that we may update our records. Please provide any information relevant to your program.

If the agency location changes Second Harvest will monitor the new site.

Date: _____

Agency Name: _____

Agency Reference Number: _____

Physical Address: _____

Mailing Address: _____

Agency Contact: _____

Contact Phone #: _____

Agency Phone #: _____

Agency Email: _____

Hours of Operation: _____

Please explain the changes at your agency:

Please Return to: Second Harvest Food Bank of NW PA

1507 Grimm Drive

Erie, PA 16501

gweiss@nwpafoodbank.org

FREQUENTLY ASKED QUESTIONS

How much will it cost my agency?

Second Harvest partner agencies have access to a wide variety of food for use in the battle to end hunger. Your agency does not “buy” the food it receives from the Food Bank. Your agency supports SHFB by contributing a shared maintenance fee per pound of product received. This helps to cover some of the cost of shipping, storing and distributing the products.

Can we pay with cash?

No. The acceptable form of payment is an agency check. Money orders, personal checks or cash cannot be accepted.

Will you contact us if something changes or if new products come into SHFB?

SHFB uses email to communicate important information to our member agencies. You will not be contacted if changes are made to your order, but you can see your orders anytime on PWW. We recommend checking the SHFB shopping list frequently as the inventory changes daily.

Do we have to keep records?

There are a small amount of records that are essential and have to be kept. Every agency must keep a record of the number of people served. Invoices from SHFB should also be saved. Records should be kept for three years plus the current year.

Are there inspections?

We are required by Feeding America and the USDA to do periodic monitoring. An initial site monitor will be conducted when you apply for membership. After that site visits will take place at least once every two years. At these monitoring visits, your records of food distribution or use will be reviewed, your invoices will be checked, and the food storage will be reviewed.

Can we change information related to our account?

Yes, you must notify SHFB of any changes to your agency and/or distribution. To make changes, fill out the enclosed Change of Information form and send it to your agency representative.

Can we accept donations from clients?

All SHFB partner agencies must provide food free of charge to those who qualify and may not require or solicit payment, donations or services in exchange for food received from SHFB.

When is the Food Bank closed?

Holiday Closings: Presidents’ Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, Christmas Eve-January 1st