SECOND HARVEST OF COASTAL GEORGIA

FEEDING AMERICA

PARTNER AGENCY SERVICE MANUAL

2026 - 2027



Savannah Branch
1380 Chatham Parkway
Savannah, GA 31405
912.236.6750
M-F : 7:00 am - 3:30 pm

Southeast Branch
2591 Sidney Lanier Dr.
Brunswick, GA 31525
912.261.7979
M-F : 7:30 am - 3:00 pm

www.helpendhunger.org

Updated - September 2026

TABLE OF CONTENTS

1. **Policies and Procedures.....4-9**
   a. Eligibility.....4
   b. Partnership Requirements.....4-5
   c. Required Trainings.....5
   d. Record Retention.....6
   e. Fees and Financial Obligations.....6-7
   f. Billing and Account Procedures.....7-8
   g. Partnership Status Changes.....8
   h. Mutual Respect and Public Representation.....9
2. **SHCG Communications.....10**
3. **Commodities.....11-15**
   a. USDA-TEFAP.....11-13
   b. GNAP.....13-15
4. **Site Visits.....16-17**
5. **Reports.....18**
6. **Food Safety and Sanitation.....19-22**
   a. ServSafe Certification.....19
   b. Department of Public Health Inspections.....19
   c. Liability Release.....19
   d. Food Safety.....20-22
7. **Ordering, Shopping and Delivery Procedures.....23-26**
   a. Agency Orders.....23
   b. Delivery.....24
   c. Order Pick-Up.....24
   d. Partner Market Place.....25-26
8. **Partner Rescue Program.....27**
9. **Glossary.....28-32**

1 POLICIES AND PROCEDURES

PARTNER AGENCY ELIGIBILITY

All partner agencies of Second Harvest of Coastal Georgia (SHCG) must demonstrate and be able to verify that at least 51% of all neighbors served through their food assistance programs are "ill, needy, or infants" per Section 170(e)(3) of the Internal Revenue Service (IRS) code. Partner agencies of SHCG must prioritize care to the "needy" by ensuring neighbors served are low-income individuals, families, children, and seniors.

Agencies eligible for membership must be either:

1. a **501(c)3 non-profit organization with Public Charity designation** from the IRS; or
2. a **faith-based organization** as defined by the IRS with qualifying documentation

PARTNERSHIP REQUIREMENTS

1. Assign a **Program Leader** as the main point of contact.
2. **Obtain products** directly from SHCG **at least once every 90 days**. If not, the agency will become inactive and must complete a reassessment for reinstatement.
3. Agree that the food received from SHCG will be **used for the purpose of serving the ill, needy or infants** as expressed under section 170(e)(3) of the IRS Code.
    a. Partner agencies must maintain a procedure for determining the final recipient(s) of food received from SHCG is ill, needy, or an infant, using self-declarations of need or other intake processes **pre-approved by SHCG**.
    b. Backpack Programs: Eligibility is determined via receiving free/reduced school lunches, showing visible signs of hunger or with counselor recommendation.
4. Agree **not to sell or solicit donations** for food and/or non-food products received from SHCG and/or from the Partner Rescue Program (PRP), nor charge or solicit donations for meals where food received from SHCG and/or the Partner Rescue Program is used as an ingredient or component of the meal.
5. Agree not to give food and/or nonfood products received from SHCG and/or the PRP to other organizations for future distribution; nor **use in partner agency upkeep, operations, meetings, functions, fundraisers, and events**.
    a. Products may ONLY be given to staff, volunteers, or family members if they are eligible and complete the required paperwork.
6. Follow all food safety guidelines as outlined in this manual.
7. All food pantries and soup kitchens must **maintain consistent operating hours** and be open to the public at **a minimum of once per month**, with the hours of operation posted for public to see **at all times.**

8. Ensure food received from SHCG and/or the PRP is stored **separately** from any other food or nonfood supplies within the facility and is **secured** from nonauthorized access.
9. Only take products that you need for your next food distribution or what is necessary to keep on hand.
    a. SHCG reserves the right to place limits on both the quantity and type of product agencies receive based on product availability, an agency's storage capacity or the average number of neighbors an agency serves.
10. Attend the annual Partner Agency Conference hosted by SHCG.
11. Complete Standards Review site visit with SHCG at least annually.
12. Allow representatives of SHCG and/or governing agencies to inspect and audit all facilities and vehicles used to receive, store, and distribute products, and data collection with or without notice.
13. Allow SHCG to inspect new storage locations **PRIOR** to SHCG and/or Partner Rescue Program products being moved to the new location.
14. Notify SHCG in writing within 30 days of any organizational changes (i.e. location, directors, hours of operation, etc.)
15. All new leadership with a partner agency must receive proper leadership training from SHCG **within 30 days** of taking leadership.
16. Soup Kitchens: Meals provided through Soup Kitchens **MUST** be dedicated towards feeding the "needy" with emergency meals and **not in conjunction with any religious services.**
17. All meal programs that are open to the public, as required by SHCG, are **required** to maintain Department of Public Health inspection/permits.
18. Abide by all other rules and regulations as outlined in this manual.

REQUIRED TRAININGS



- **Leadership:** All partner leadership must complete leadership training within 30 days of taking leadership.
- **Market Place Shoppers**: All authorized shoppers must complete the shopper training prior to shopping at the Market Place.
    - NOTE: Shoppers without PRIOR written authorization from agency leadership WILL NOT receive shopper training.
- **Volunteers**: All volunteers with the agency must complete Volunteer Training (basic food safety and anti-discrimination) at least annually. The agency must keep records of completed training on file for 4 fiscal years.

RECORD RETENTION

Agencies are required to keep the following applicable documentation on file for at least **four (4) fiscal years** for recall and/or auditing purposes. **All records** should be presentable to SHCG staff at **all site visits**.

- All associated agreements, contracts, etc. with SHCG
- All records of food distributions:
  - Sign-In sheets
  - Entry forms
  - Spreadsheets
- All TEFAP & GNAP Eligibility Forms
- All TEFAP Commodity Distribution Records
- All temperature logs
- All pest inspection records
- All Volunteer Training Logs

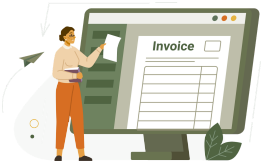
Agencies are required to keep SHCG invoices on file for at least **one (1) fiscal year** for auditing purposes.

FEES AND FINANCIAL OBLIGATIONS

- **Annual Membership Fee** - Partner agencies assess an annual **$100** membership fee every October 1st at the beginning of our fiscal year.
  - Agencies that have not paid their annual membership fee by **December 15th** will be placed on a temporary hold until payment is received.
  - New agency partners' annual membership fee will be prorated.
  - Membership fees are an assessment reflected on the monthly agency statements and are not invoiced. If an agency requires an invoice for the membership fee, please contact your Agency Relations Coordinator to request one.
- **Shared Maintenance Fees** - There is an expense associated with acquiring and transporting products as well as maintaining the facility. We share these expenses with our partner agencies in the form of shared maintenance fees.
  - Shared Maintenance Fees range between **$0.00 to $0.19/lb**. depending on product and supply and are subject to change.
  - Shared Maintenance Fees are invoiced upon receipt with the payment due by the 15th of the following month.
- **Delivery Fee** – Agencies may schedule orders to be delivered to their facility directly from Second Harvest for a fee of **$65**. There is a minimum order requirement of $250 to schedule a delivery.

- **Cancellation (Restocking) Fee** – Failure to show up for a scheduled appointment or cancel an appointment less than 48 business hours will result in a **$35** cancellation fee.
- **Duplicate Order Fee** – Agencies who place two orders in the same day will be charged a duplicate order fee of **$35** for reserving multiple appointment times.
- **Returned Payment Fee** – Any returned payments from the bank for any reason will be assessed a **$35** returned payment fee.

BILLING AND ACCOUNTING PROCEDURES



- **Credit Limits** - Partner agencies receive an initial credit limit assigned by SHCG. An agency may order products that have a fee associated with them, up to their credit limit. Once reached, agencies will not be able to order/shop until the outstanding invoices are paid.
    - Agencies may request an increase in their credit limit via email to their Agency Relations Coordinator to be reviewed.
    - SHCG reserves the right to reduce credit limits for nonpayment, noncompliance, or to better reflect agency service numbers and/or budget.
    - SHCG reserves the right to place an agency on hold with ordering abilities removed when the credit limit has been exceeded.
- **Invoices and Monthly Statements** - Invoices and monthly statements are two separate documents provided to partner agencies.
    - Invoices are transactional receipts for each individual order that are signed by the partner at the appointment.
    - Monthly Statements are sent electronically at the beginning of each month and reflect all unpaid invoices on the agency's account.
    - An Agency Account Detail report that outlines all debits and credits on agency accounts can be provided upon request.
- **Payments** - Payment for invoices are due on the 15th of the following month. SHCG accepts payments via checks, money orders, and cash; or payments via credit/debit cards and ACH through our online agency payment portal posted in Agency Express.
    - Card payments assess a 3% processing fee.
    - Payments are usually reflected on credit limits within 3 business days.
    - **Due to IRS guidelines, ONLY checks or cards in the name of the partner's organizational name will be accepted. Checks, cards and ACH transfers received in a personal name or other organizational name will NOT be accepted.**

- **Past Due Accounts** - Agencies with invoices that are:
  - **90 days past due** (15th of following month + 90 days) will have their account placed on a temporary hold with ordering abilities removed until said invoices are paid in full.
  - **120 days past due** (15th of following month + 120 days) may result in the suspension or termination of the agency's partnership with SHCG.
    - If any agency's account is terminated with an unpaid balance, SHCG reserves the right to take further action to receive fair remuneration for services rendered.

PARTNERSHIP STATUS CHANGES

SHCG has the authority to change the agency's partnership status at any time. Status changes can be due to several factors, including, but not limited to: past due payments, missing MSRs, past due site visit, or other compliance issues. The account statuses are:

- **Active**: fully active and compliant
- **Hold:** a temporary account hold serving as a reminder for failure to complete a request/requirement
- **Inactive**: an account suspension that may require further action or training to be reactivated
- **Closed**: account termination and dissolution of agency partnership with SHCG

Agencies will have ordering abilities removed when their account has been placed on a temporary hold or inactivated, and **must contact their Agency Relations Coordinator to address the status**. SHCG will make all efforts to communicate any account status changes with the agency's primary point of contact.

Partner agencies may request to inactivate their account with SHCG if they are unable to operate for a specified amount of time without harming their partnership. They may also request to terminate their partnership for any reason.

If an agency's partnership is terminated for any reason, SHCG is required to complete an exit site visit with the agency within 30 days. During this site visit, SHCG will take possession of any USDA or GNAP commodities remaining in inventory, and obtain ALL mandatory records on file with the agency for future recall and auditing purposes.

MUTUAL RESPECT AND PUBLIC REPRESENTATION

SHCG and its partner agencies recognize the importance of maintaining a strong, respectful partnership built on trust, collaboration, and a shared mission. Both parties agree to:

- **Foster Mutual Respect**: Interact with one another in a respectful and professional manner at all times.
- **Safeguard Public Perception**: Take reasonable and appropriate steps to protect and promote a positive public image of both SHCG and all partner agencies.
- **Maintain Professional Communication**: Ensure that all public communications—including spoken statements, written materials, and content shared on social media—reflect mutual respect and uphold the dignity of all parties.
- **Support Organizational Integrity**: Avoid making disparaging or harmful public statements about the other party. Concerns should be addressed privately and through appropriate channels.

A Shared Responsibility

The public trust and reputation of both SHCG and its partner agencies are central to our ability to serve the community effectively. Each organization has a responsibility to:

- Promote a unified and mission-driven presence in the community.
- Handle disputes or disagreements constructively and internally, without public disparagement.
- Represent the partnership in a way that strengthens public confidence in our collective work.

Public Representation and Communication

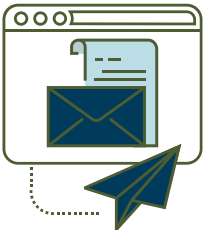


- Please use SHCG's correct logo for all forms of communication.
  - Please contact your Agency Relations Coordinator for the correct logo.
- Do not make statements on behalf of SHCG or share internal communications with the media; instead direct any media requests to SHCG staff.
- As a partner agency of SHCG, you are a automatically considered a partner in Feeding America's anti-hunger network. Please feel free to communicate as such, and ensure your agency represents itself as such in a distinguished and respecful way.

2 SHCG COMMUNICATIONS

The main method of communication between SHCG and partner agencies is email. Each partner agency's main point of contact is expected to have an email that is regularly monitored. Partner agencies can expect to communicate with SHCG through their assigned Agency Relations Coordinator. However, due to regularly being out of the office for site visits, a response may be delayed by 1-2 business days.

HARVEST HIGHLIGHTS E-NEWSLETTER



The Harvest Highlights e-Newsletter is a bi-weekly emailed newsletter specifically for partner agencies and their main leaders. This is the main method that SHCG uses to disseminate important communication to all partner agencies. Each agency is expected to review each e-newsletter in order to stay up-to-date on mandatory updates, policy changes, etc. Failure to adhere to any such mandatory changes due to not reading e-newsletters is not permissable. To add new recipients to the e-newsletter, please send a request to your Agency Relations Coordinator.

AT THE TABLE FACEBOOK GROUP

The At the Table Facebook group is a forum for partner agencies and their main leaders to connect and interact with each other. SHCG will also use this Facebook group to share reminders, useful links, and updates. It is not required to join the Facebook group, and only agency leaders can join, not agency volunteers. To join and participate, please answer all entry questions and abide by group rules.

JOIN

FIND FOOD MAP - VIVERY

vivery

SHCG communicates partner agency operations with the general public using the Find Food map on our website. SHCG uses Vivery for a centralized map that partner agencies will be able to access and utilize for their own operations. All public facing partner agencies will be expected to utilize Vivery to update their hours, edit contact information, add notifications, etc. Partner agencies can also message neighbors who follow their organization. Questions about Vivery can be directed to your Agency Relations Coordinator or Vivery's support team at www.vivery.helpjuice.com/contact-us.

3 COMMODITIES

USDA - TEFAP

The USDA's **The Emergency Food Assistance Program (TEFAP)** commodities are products provided by the federal government to select agencies. Only emergency feeding programs such as pantries, soup kitchens, emergency shelters/group homes, and backpack programs are eligible to receive these foods.

Any partner wishing to participate in TEFAP is required to sign the Sub-Recipient Agreement with SHCG annually, which outlines the required policies and procedures for distributing TEFAP commodities. Below is a limited list of some of those policies. Please refer to the Sub-Recipient Agreement for all details.

All USDA documents, including the TEFAP Eligibility Forms and TEFAP Commodity Distribution Records, are updated at least annually in October. **Partner agencies must ensure they are using the most updated version,** which are always available on the Agency Zone of the SHCG website.

USDA Guidelines for ALL Distributing Agencies

- Anyone distributing USDA commodities is **prohibited from discriminating based on race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activities**.
- Reasonable accommodations should be made including utilizing Spanish-translated documents.
- Individuals receiving USDA commodities **CANNOT be required to sit through a religious service or class** to receive food assistance.
- Partner agencies are **prohibited from requesting applicants to provide additional personal information** other than what is required on the TEFAP Eligibility Form.
    - Partner agencies are **prohibited from requesting proof or verification documents** including, but not limited to, ID cards, proof of residence, birth certificates, etc. to receive USDA commodities.
- Partner agencies **will not charge nor solicit donations or contributions from recipients** for distributed USDA commodities or services related to the distribution of USDA commodities.
- All USDA commodities must be **stored separately** from all other commodities and **clearly labeled as 'USDA'** both in dry storage and cold storage units.
- The "And Justice for All" poster and current "Written Notice of Beneficiary Rights" must be posted at distribution sites and clearly visible to recipients.

- USDA Program Discrimination Complaint Forms must be easily accessible for recipients at all distributions containing USDA commodities.
- The partner agency distributing USDA commodities is accountable for any damaged or misused product on their premises.
  - If a product has been damaged, the incident must be reported to SHCG immediately.
    - Do not dispose of any USDA commodity without direction from SHCG representatives.
  - Partner agencies are responsible for reporting to SHCG any misuse of commodities with any other pertinent information.

USDA Guidelines Specific to Food Pantries

- TEFAP Eligibility Forms must be completed by recipients at least once annually upon the first reception of USDA products in that fiscal year.
  - **Recipients must sign each additional time they receive USDA commodities** throughout the rest of the fiscal year by either completing a new form, signing the back of the existing completed form, or signing an attached sign-in sheet.
- TEFAP **applicants will self-attest to their income and residency** by completing the TEFAP eligibility form. No other information can be requested nor required of the applicant to receive USDA commodities.
- Agencies must ensure they are utilizing the most current TEFAP Eligibility Forms each time USDA commodities are distributed.
- Recipients may authorize another individual to pick up food assistance on their behalf by completing the "Authorized Representative" section of the TEFAP Eligibility Form.
- **A TEFAP Commodity Distribution Record** must be completed each time USDA commodities are distributed.
- USDA distributing food pantries are **required to report** the number of households who received USDA commodities and the number of households who didn't receive any USDA commodities on the Monthly Service Report (MSR) each month.

USDA Guidelines Specific to Meal Programs

- USDA-TEFAP commodities can only be given to emergency feeding organizations who provide meals to needy and/or unhoused individuals on a regular basis in a congregate setting as an integral part of normal activities.
- Commodities are for meals only and cannot be given to neighbors to take from the premises.

- A record of the number of meals served containing USDA commodities on each distribution date must be kept for record-keeping purposes for four (4) fiscal years.
- Meal programs utilizing USDA commodities are **required to report** the number of meals served containing USDA commodities and the number of meals served NOT containing USDA commodities on the Monthly Service Report (MSR) each month.

USDA Guidelines Specific to Backpack Programs

- A record of backpacks being distributed must be maintained that includes the school/organization the backpacks are distributed to, the quantity distributed, notations if USDA commodities were in the backpacks distributed, and the date of distributions.
    - Sufficient recordkeeping of backpack distributions can be a spreadsheet, physical calendar, log, etc.
- A **TEFAP Commodity Distribution Record** must be completed each time distributed backpacks contain USDA commodities.
- Backpack programs utilizing USDA commodities are **required to report** the number of backpacks distributed containing USDA commodities and the number of backpacks distrributed NOT containing USDA commodities on the Monthly Service Report (MSR) each month.

GNAP

The **Georgia Nutrition Assistance Program (GNAP)**, is an emergency food assistance program that is **available only four (4) months each fiscal year** and is specifically intended to provide food assistance to **low-income households with children under the age of 18**. Only agencies who serve children or households with children are eligible to receive GNAP commodities from Second Harvest.

Any partner wishing to participate in GNAP is required to sign a GNAP Memorandum of Understanding (MOU) with SHCG annually, which outlines the required policies and procedures for distributing GNAP commodities. Below is a list of some, but not all, of those policies. Please refer to the MOU for all details.

- Anyone distributing GNAP commodities is **prohibited from discriminating based on race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activities.**
- Reasonable accommodations should be made including utilizing Spanish-translated documents.
- Individuals receiving GNAP commodities **CANNOT be required to sit through a religious service or class** to receive food assistance.
- Partner agencies are **prohibited from requesting applicants to provide additional personal information** other than what is required on the GNAP Eligibility Form.

- Partner agencies are **prohibited from requesting proof or verification documents** including, but not limited to, ID cards, proof of residence, birth certificates, etc. to receive GNAP commodities.
- Partner agencies **will not charge nor request/solicit contributions from recipients** for distributed GNAP commodities or services related to the distribution of GNAP commodities.
- All GNAP commodities must be **stored separately** from all other commodities and **clearly labeled as 'GNAP'** both in dry storage and cold storage units, when applicable.
- The partner agency distributing GNAP commodities is accountable for any damaged or misused product on their premises.
    - If a product has been damaged, the incident must be reported to SHCG immediately.
        - Do not dispose of any GNAP commodity without direction from SHCG representatives.
    - Partner agencies are responsible for reporting to SHCG any misuse of commodities with any other pertinent information.
- As GNAP is a four-month long program, **all GNAP commodities MUST be out of partner agencies' inventories by the end of the four-month distribution period.**
    - GNAP distributing agencies must be prepared for a potential visual audit from SHCG at the end of the distribution period.

GNAP Guidelines Specific to Food Pantries



- Partner agencies must ensure they are utilizing the most current GNAP Eligibility Form each fiscal year.
    - New GNAP Eligibility Forms are provided upon receipt of completed GNAP MOU and are available on the SHCG website.
- GNAP Eligibility Forms must be completed by recipients at least once each GNAP cycle upon the first reception of GNAP products in that fiscal year.
    - **Recipients must sign each additional time** they receive GNAP commodities throughout the rest of the fiscal year's GNAP cycle by either completing a new form, signing the back of the existing completed form, or signing an attached sign-in sheet.
- Recipients may authorize another individual to pick up food assistance on their behalf by having the authorized representative sign the bottom of the GNAP Eligibility Form.
- Food pantries distributing GNAP commodities are **required to report** how many "at-risk" households and how many "TANF" households were received GNAP commodities based on completed GNAP Eligibility Forms through the Monthly Service Report (MSR).

GNAP Guidelines Specific to Meal Programs

- GNAP commodities can only be given to emergency feeding organizations who provide meals to needy and/or unhoused children on a regular basis in a congregate setting as an integral part of normal activities.
- Commodities are for meals only and cannot be given to neighbors to take from the premises.
- A record of the number of meals served utilizing GNAP commodities on each distribution date must be kept for record-keeping purposes for four (4) fiscal years.
- Meal programs distributing GNAP commodities are **required to report** how many meals were served utilizing GNAP products each month GNAP is distributed through the Monthly Service Report (MSR).

GNAP Guidelines Specific to Backpack Programs

- A record of backpacks being distributed must be maintained that includes the school/organization the backpacks are distributed to, the quantity distributed, notations if GNAP commodities were in the backpacks distributed, and the date of distributions.
    - Sufficient record keeping of backpack distributions can be a spreadsheet, physical calendar, log, etc.
- Backpack programs distributing GNAP commodities are **required to report** how many backpacks were distributed containing GNAP products each month GNAP is distributed through the Monthly Service Report (MSR).

4 SITE VISITS

Site visits are a regular practice as part of agency partnership with SHCG. SHCG is required to perform a site visit prior to granting partnership to any new agency and prior to any current agency relocating and moving SHCG product to a new facility.

STANDARDS REVIEWS AND SCHEDULING

SHCG is required by Feeding America, the USDA, and the State of Georgia to provide assurance of our partner agencies' non-profit statuses and compliant operation of approved feeding programs. We accomplish this through annual **Standards Review site visits.** Standards Review site visits are scheduled about one month in advance by your Agency Relations Coordinator. New partner agencies will have their first Standards Review site visit scheduled after 3 months of active program operations.

SHCG reserves the right to conduct on-site visits with each agency whenever we have been alerted to a possible concern regarding the integrity of our partnership. We are strong stewards of the donations and government commodities we receive, and have a compelling responsibility to ensure all foods are used in the manner intended.

ON-SITE EXPECTATIONS

SHCG will want to ensure accuracy with ordering and reporting to maintain a successful partnership with your agency. During our visits, we will need to review and discuss:

- The **last 12 months of**:
  - TEFAP/GNAP eligibility forms and/or all other records of service
  - TEFAP Distribution Records
  - Temperature logs
  - Pest inspection records
  - Volunteer training logs
  - Monthly Service Reports (MSRs)
- **ALL locations** related to:
  - Food storage
  - Food preparation
  - Record-keeping storage
- **Enhancement of agency partnership** as related to:
  - feeding program operations
  - community access and general concerns
  - neighbor experience
  - capacity building and growth opportunities

SITE VISIT FOLLOW-UPS AND ACTION ITEMS

SHCG will provide a **site visit follow-up** via email within one week of the completed Standards Review site visit. In this follow-up communication, SHCG will provide the completed Standards Review form and outline any findings of noncompliance, or discrepancies, with required action items.

SHCG may require image confirmations to be sent by a requested date for simpler discrepancies. However, more complex discrepancies may result in agencies entering a probationary period set to end with a successful follow-up site visit in 30 days', 3 months', or 6 months' time. Agencies with severe discrepancies will be required to attend an in-person meeting between agency leadership and SHCG leadership prior to starting their probationary period. **Failure to complete all required action items can result in reconsideration of agency partnership.**

POTENTIAL DISCREPANCIES

- Inadequate storage
- Inadequate record-keeping
- Unsafe food-storage conditions found on-site
- Feeding program hours of operation not clearly posted at site
- Exchanging SHCG product for money, property, labor, service or attendance at worship services
- Removal of SHCG product from an approved storage location for unauthorized use
- Using SHCG product in any manner not related to the exempt puposes of SHCG-approved agency feeding program(s)
- SHCG products are improperly transported, stored, distributed, and/or stockpiled.
- SHCG products are not accurately accounted for by available agency record-keeping
- Agency is in violation of any applicable local, state or federal statute, ordinance, code or regulation
- Agency is involved in activies that could impair the reputation of SHCG
- Agency does not permit SHCG staff to complete a Standards Review site visit within a reasonable time period
- Agency otherwise violates the Partner Agreement between itself and SHCG

COMMODITY PROGRAM AUDITS

USDA - once a year, the USDA randomly selects three TEFAP-distributing agencies to be audited by their representatives. The USDA will select the day and provide an estimated arrival time for the audit, and selected agencies must make themselves available. SHCG will prepare the selected agencies by conducting a pre-visit prior to the scheduled USDA audit.
GNAP - at the end of each GNAP cycle, 10% of GNAP-distributing agencies must be audited by SHCG to confirm that all GNAP products are no longer in their inventory. SHCG will schedule these visits in advance with randomly selected agencies and must have access to all GNAP storage locations at the time of the audit.

5 REPORTS

MONTHLY SERVICE REPORTS

All agencies are required to submit a **Monthly Service Report (MSR)** each month to SHCG. This report is accessible through Agency Express and must be submitted each month, whether services were provided or not. If you did not distribute food the previous month, still submit the report and record zeroes for your service numbers.

MSRs are **due by the 5th of each month** for the previous month's service numbers. For example, the January report is due on or before February 5th. If the report wasn't submitted by the 5th, you must still submit your numbers on the "late" MSR report, which is available until the 15th of each month.

FAILURE TO SUBMIT REPORTS

Partner agencies that fail to submit their MSR by the 16th of each month will have their account placed on a temporary hold until the report has been received by SHCG.

If your account has been placed on a hold due to not submitting your MSR, you MUST reach out to your assigned Agency Relations Coordinator upon submitting the report so that your account can be reactivated. This is not an automated process.

Agencies repeatedly failing to submit, repeatedly turning in monthly reports late, or sending in false data could be subject to partnership termination.



COASTAL COMMUNITY INSIGHTS

Coastal Community Insights (CCI) is a SHCG initiative of using a neighbor-intake software program, utilized throughout the Feeding America food bank network, to collect accurate, unduplicated service data and neighbor insights, and streamline the food assistance intake process. The initiative and software will be introduced to partner agencies in phases, and will replace the MSR for specified onboarded agencies.

SERVSAFE CERTIFICATION

All agencies are required to have at least one person complete and maintain an **unexpired ServSafe certifcation** as referenced below.

Program Type	Required Certification	Expiration
Programs that handle and distribute shelf stable and TCS foods	ServSafe Food Handler for Food Banking	2 years
Programs that prepare meals	ServSafe Food Manager	5 years

Food pantries and **backpack programs** are expected to have a ServSafe Food Handler for Food Banking certification.

Soup kitchens, **shelters**, and **other meal programs** are expected to have a ServSafe Food Manager certication.

Residential programs are expected to have one of either certification, depending on how meals are prepared. Please contact our Agency Relations team for further guidance.

DEPARTMENT OF PUBLIC HEALTH INSPECTIONS

All meal programs that are open to the public, as required by SHCG, are **required** to maintain Department of Public Health food service permits and regular inspections.

SHCG AND PARTNER AGENCY LIABILITY RELEASE

SHCG makes donated and purchased products available to our agencies. To receive donated product, SHCG must sign waivers with Feeding America and/or donors of food that release said donors from any liability resulting from consumption of the donated product. In turn, we require each partner agency – through the Partner Agency Agreement – to agree to a similar liability release. By signing the agreement, **agencies take responsibility for the product from the time they receive it from SHCG to the time they distribute it to neighbors.**

FOOD SAFETY

Food safety is at the heart of what we do, and it is of the utmost importance. SHCG and our partner agencies are responsible for subscribing to processes and protocols that ensure food safety. This includes but is not limited to transportation of products, inspection of products before storing and again before distributing to ensure food packaging has stayed intact, reviewing safe consumption dates, regular documentation of cold storage temperatures, and regular inspection for pests. **Failure to abide by food safety guidelines could result in the inability to receive orders or termination of partnership**.

Food Storage and Transportation

- All program locations storing and distributing food products **must be monitored by SHCG prior to use** and at least annually thereafter.
- Food storage for the feeding program must be **secure and not stored with other food/nonfood items unrelated to the feeding program.**
    - Lockable dry and cold storage units should be used in cases where food cannot be stored in a separate, secure room.
- All food must be stored **6 inches off the floor**. This includes bags and boxes of food.
- All food must be stored **4 inches away from the walls** to provide proper ventilation.
- All food must be **stored away from environmental elements such as excessive heat, rain, pests, etc.**
- Always keep raw perishable foods separate from all other foods to **avoid cross contamination.**
- **All chemicals must be stored away from food** and food supplies.
- Ensure vehicles used to transport food are clean and prevent cross contamination.
- **Must utilize proper TCS devices while transporting and distributing TCS foods** (i.e., thermal freezer blankets, coolers, insulated bags).
- In inclement weather, tarps must be utilized when transporting food in open-backed vehicles and/or trailers AND when distributing food outside without adequate coverings (canopies, awnings, etc.).

Temperature Controls and Hot Weather Requirements

- Time/Temperature Control for Safety (TCS) protocol for foods requiring specific time and temperature controls to prevent bacterial growth and foodborne illnesses.
    - Must **check the temperatures of cold storage units DAILY** and maintain logs for four (4) fiscal years.
        - Bluetooth thermometers should be utilized when agency is unable to complete daily temperature checks in-person.
        - If cold storage units are empty, logs should state “empty” if no temperatures are being taken.

- **Same-day distributors** who receive and distribute TCS foods on the same day are required to check and record temperatures using an infrared thermometer.
  - A temperature must be taken and recorded twice, both:
    - upon reception of TCS foods
    - immediately before distributing TCS foods
- Refrigerated food should be kept at 32°F, and not exceeding 40°F.
- Frozen food should be kept at 0°F, and not exceeding 32°F.
- **All meats must be kept frozen,** from receiving from SHCG to distributing to neighbors.
- Food distributions held outdoors should utilize temperature control devices to hold perishable and/or frozen products to maintain safe holding temperatures.
- **Do NOT keep perishable foods at temperatures at or above room temperature (70°+) for more than TWO (2) HOURS.**
  - Mobile style distributions should be mindful of this timeframe.
  - When removing perishable food from cold storage, only remove the amount of perishable and/or frozen food that is going to be distributed within a two-hour timeframe.

- Shelf-stable/dry foods should be kept at temperatures between 50°F and 80°F, with shelf life maximized with temperatures closer to 50°F.

Pest Control

- Storage facilities are required to conduct **visual pest inspections at least once a month.**
  - Visual pest inspections can be completed either by a professional or by your organization.
  - Pest inspections logs or records are **required** to be maintained for four (4) fiscal years.
  - Infestations should be addressed immediately.

General Food Safety Requirements

- **First In, First Out (FIFO) Process**
  - Rotate food inventory using the FIFO process, distributing the oldest foods first.
    - **Perishable food** ideally should be distributed no later than a week after receiving it from SHCG.
    - **Shelf-stable food** ideally should be distributed to neighbors within three months of receiving it from SHCG.
- **Interpretting Food Dates**
  - There are no universally required food date labels, therefore there are several phrases that are used. Food dates are provided to help consumers and retailers decide when food is of best quality. Dates are NOT an indicator of product safety, **except for baby food/formula**.

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

  - Refer to the tables below and to SHCG's **Food Dating Guide,** available from your Agency Relations Coordinator, for more in depth details.

- **Discarding Food**
  - Prior to discarding ANY food received from SHCG or through the Partner Rescue Program, take pictures of the product and send to your Agency Relations Coordinator, along with the quantity of products disposed of, and wait for proper disposal instruction.
  - **Canned foods** – dispose if cans are rusted, severely dented, bulging, leaking missing food labels.
  - **Dry packaged foods** – dispose if packaging is opened, ripped, has rodent dropping or insects, missing food labels or product has become wet.
  - **Frozen and refrigerated foods** – dispose if packaging is ripped or swollen, food smells rancid or sour, signs of decay such as mold, gray/green coloring, etc.
- **Food Recalls**
  - Partner agencies must provide TWO points of contacts' email addresses to receive recall alerts from SHCG.
  - Partner must follow practices as outlined in SHCG's **Food Recall Guide.**

DRY GOODS

DRY BEANS	1-2 YEARS
CANNED BEANS	2-5 YEARS
CANNED FRUIT	12-18 MONTHS
CANNED MEALS	2-5 YEARS
CANNED MEATS	5 YEARS
CANNED TOMATOES	18-24 MONTHS
CANNED VEGETABLES	2-5 YEARS
CEREAL	6-12 MONTHS
OATMEAL	12 MONTHS
MAC N CHEESE	2 YEARS
PASTA - DRIED	2 YEARS
RICE	2 YEARS
PEANUT BUTTER	2 YEARS
PANCAKE MIX	9 MONTHS
FLOUR	6-12 MONTHS

REFRIGERATED FOODS

BUTTER	1-2 MONTHS
CHEESE	1-6 MONTHS
EGGS	3-5 WEEKS
FRESH JUICE	7-10 DAYS
MILK	5-7 DAYS
SOUR CREAM/YOGURT	1-2 WEEKS

FROZEN FOODS

FROZEN FOODS ARE SAFE TO EAT INDEFINITELY. THE DATES ON THESE FOODS ARE FOR BEST QUALITY. DRY AND REFRIGERATED FOODS FROZEN PRIOR TO THE DATE POSTED ON THEIR PACKAGING ARE ALSO SAFE TO EAT INDEFINITELY.

7 ORDERING, SHOPPING & DELIVERY PROCEDURES

- **Partner agencies are responsible for knowing and observing all SHCG's Partner Market Place and warehouse policies and procedures.**
- Partner agencies are assigned to one of our two branches based on the county they operate in, as well as a respective Agency Relations Coordinator.
- Agencies will be assigned an agency number and given access to SHCG's online ordering platform, Agency Express. .
- The Partner Market Place and warehouse are open to serve agencies Monday - Friday from 8 am - 2:30 pm at the Savannah Branch, and 7:30 am – 2:15 pm at the Southeast Branch.
  - Both branches are closed daily from 12 pm-12:30 pm for lunch.

AGENCY ORDERS

- Agencies are **limited to TWO DAYS per week to receive product** directly from Second Harvest via warehouse pick up, Partner Market Place shopping and/or delivery.
  - Shopping appointments automatically come with your scheduled pick up appointment.
  - Deliveries **CANNOT** be scheduled for the same day as shopping/order pick up days.
- ALL appointments and orders must be scheduled through Agency Express.
- Orders must be placed a minimum of two (2) business days in advance and a maximum of nine (9) calendar days.
- Edits to an order must be completed through Agency Express **by 6 am two (2) business days before your order date** (i.e. orders/edits for Thursdays must be submitted prior to 6 am on Tuesdays).
  - Adding a second order instead of editing your current order could result in a **$35 duplicate order fee** being assessed.
- Appointment/order cancellations or reschedules must be **made at least two (2) business days in advance** to avoid the $35 cancellation fee.
  - Failure to show up for an appointment will result in assessing the **$35 cancellation fee.**
- If an agency has questions or needs to cancel an order, please contact your Market Place Coordinator as soon as possible.
  - Savannah Market Place - 912-721-1792
  - Southeast Market Place - 912-567-1202

DELIVERIES



- Delivery to partner agencies is available for a **$65 delivery fee**.
- **A minimum order amount of $250** is required for all deliveries.
- Deliveries are ONLY available if the physical location has been pre-approved by SHCG and has a concrete slab to unload pallets on.
  - We CANNOT unload pallets on dirt, grass or gravel.
- There are no guarantees of delivery times or availability.
  - **The delivery time is NOT at 2 pm as selected in Agency Express.**
    - Delivery routes are determined on a day-by-day basis and depend on things such as traffic, workload, distance to your agency, etc.
  - Agencies MUST be at their site on the day of their selected delivery.
  - Drivers will call ahead, IF it is requested in the comment section with the contact person's name and phone number.
- Agencies must check received products upon delivery to your agency to verify you have received your entire order or for any obvious signs of food spoilage or damage.
- Agencies are responsible for reporting any discrepancies to the food bank **within 48 business hours** of delivery.
  - Failure to report within 48 business hours could results in no credit being issued.

ORDER PICK-UPS

- Partner agencies must arrive **on time** to pick up their orders.
  - Partner agencies need to confirm with SHCG if they can arrive early or late to pick up their order prior to arriving to the warehouse.
- SHCG staff is unable to load vehicles for partner agencies.
- **All vehicles used to transport food must be clean and prevent cross contamination and are subject to inspection and approval by SHCG staff.**
- **TCS devices must be utilized to transport cold-stored food** (i.e., thermal freezer blankets, coolers, insulated bags).
  - Freezer blankets may be available for purchase, if needed.
  - If no TCS devices are present, the agency will NOT be allowed to receive frozen or refrigerated items.
- **Tarps must be utilized in inclement weather** to protect products in open-backed vehicles and/or trailers.
  - If no tarps are present in inclement weather, the agency will NOT be allowed to receive ordered items.
- Agencies are responsible for reporting any discrepancies **BEFORE they leave SHCG property.**
  - When loading your vehicle, please check to make sure you received all items in your order or for any obvious signs of food spoilage or damage.

PARTNER MARKET PLACE

Shopping Rules and Requirements

- **Shopper's training is required** PRIOR to shopping for new agencies and new shoppers for existing agencies.
  - Shopper training should be scheduled in advance through your Agency Relations Coordinator.
  - New shoppers must have prior written authorization by agency leadership before receiving shopper training.
- Shopping appointments are limited to **30 minutes** maximum.
  - Agencies will not be allowed to shop early or extend their time if they are late.
- A maximum of **two (2) shoppers per agency** are allowed to shop at the appointment.
- All agencies must sign in with the name of the shopper, agency name and the time of arrival.
- Shoppers **must wear close-toed shoes** while shopping.
  - Shoppers with sandals or flip-flops will be asked to change shoes or leave the Market Place.
- **No one under the age of 18** is permitted in the Market Place or warehouse without adult supervision.
  - Children under the age of 18 cannot be left alone in vehicles on SHCG property.
- Produce and frozen products are provided "as is", with no guarantees. Once they leave our facility, they cannot be returned.
- Perishable products may not be the freshest and therefore will need to be distributed as soon as possible.
- **TCS devices must be utilized to shop for and transport cold-stored food** (i.e., thermal freezer blankets, coolers, insulated bags).
  - Freezer blankets may be available for purchase, if needed.
  - If no TCS devices are present, the agency will NOT be allowed to shop for frozen or refrigerated items.
- Tarps must be utilized in inclement weather to protect products in open-backed vehicles and/or trailers.
  - If no tarps are present in inclement weather, the agency will NOT be allowed to receive ordered items.
- SHCG cannot move pallets of product off the Market Place floor during shopping hours.
- Agencies are allowed in the designated shopping areas ONLY.
  - Shopping in unauthorized areas is **not allowed**, and requests to select items outside the shopping area will not be taken.



Sanitation and Safety Requirements

- Smoking or eating in or near the warehouse or Partner Market Place is **prohibited**.
- Please notify SHCG staff immediately of any damaged products, or hazardous or unsanitary conditions in the Market Place or walk-in cooler.
- Use proper lifting technique – remember to lift with your legs and not your back.
- Load carts in a safe manner.
- Do not climb in or on pallet, bins, shelving, or carts - ask a SHCG staff member or volunteer for assistance.
- Exercise good judgment and refrain from any activity that would pose a hazard to yourself or others.

Mutual Kindness Agreement

SHCG staff commit to assisting you promptly and professionally. However, we sometimes get a little behind schedule or even make mistakes. We ask that you please be patient and respectful to all individuals.

- **Swearing or obscene language** is inappropriate and unacceptable. Anyone engaging in inappropriate language will be asked to immediately leave the facility.
- **Inappropriate behavior** such as obscene hand gestures, pushing or physical contact with other shoppers or food bank staff will result in immediate expulsion from SHCG property.
    - Acts of physical violence will be reported to the proper authorities.
- **Shoplifting and theft** are strictly forbidden. Anyone caught shoplifting or stealing products will lose shopping privileges permanently.
    - As a partner, if you see anyone stealing or shoplifting product, please bring it to the attention of the Market Place Coordinator. The incident will be handled with complete confidentiality and discretion.

8 PARTNER RESCUE PROGRAM

As a Partner Food Bank of Feeding America, Second Harvest of Coastal Georgia holds relationships with national and local retailers in our 21-county service area to ensure food is not wasted. SHCG relies on select partner agencies to pick-up and distribute donations from our partnering retail stores. This program is called the **Partner Rescue Program (PRP)**.

To participate in the Partner Rescue Program, agencies must:

- be in good standing and adhering to SHCG's policies and procedures
- have a food distribution open to the general public **at least once per week**
- have the capacity to safely pick up, hold and distribute all available donated product in a timely manner
- be capable of picking up donations from their assigned retail partner within their requested timeframe
- have the capability to report their pounds to SHCG at least weekly through the Meal Connect platform
- represent SHCG in a positive manner to our retail partners
- meet all requirements and expectations as outlined in the Partner Rescue Program agreement

Partner agencies who can meet the above qualifications and are interested in joining the Partner Rescue Program should contact their Agency Relations Coordinator for more information. Program participation may be denied due to lack of available pick-up opportunities in your area, however, agencies can be added to a waitlist for future opportunities.

Current Partner Rescue agencies should contact the Retail Rescue Coordinator at 912-446-3734 for program assistance.



10 GLOSSARY

Food Banking

- **Second Harvest of Coastal Georgia (SHCG)** –the Feeding America partner food bank servicing the 21-counties of Coastal Georgia, aiming to serve as the food safety net for Coastal Georgia by supporting our neighbors at risk of hunger in our counties.
- **Feeding America National Office (FANO)** – the nationwide network of partner food banks with a national office and a range of focuses from sourcing food donations to advocating for policies that end hunger.
- **Feeding Georgia** – the statewide food bank network uniting eight Feeding America food banks. Collaborates on strategic initiatives, advocates for state and federal food policy and coordinates resources for Georgia food banks.
- **Food Bank** – a non-profit, industrial-scale warehouse with commercial refrigeration, loading docks, and a fleet of vehicles that collects, stores, and redistributes large quantities of food acting as the supply chain for hunger relief by sourcing food from manufacturers, retailers, government programs and food drives for various feeding programs in their specified service area.
- **Partner Agency** – a non-profit or faith-based organization operating their own feeding program that partners with a food bank to procure and distribute food directly to individuals and households in need.
- **Community Partner** – a community organization that distributes food directly to individuals and households in need through one of our food bank feeding programs.
- **Agency Relations (AR)** – the team of SHCG staff dedicated to providing customer service, trainings, and site visits on behalf of the food bank with each partner agency having an assigned Agency Relations Coordinator.

Program Operations

- **Food Bank Feeding Program** – a feeding program that is operated under the food bank's organizational umbrella with or without the assistance of community partners.
- **Partner Feeding Program** – a feeding program that is operated under a partner agency's organizational umbrella.
- **Food Pantry** – a frontline location open to the general public where individuals and households directly pick up groceries at no cost.
- **Meal Program** - a feeding program that provides prepared meals as food assistance through one of the four following operations.
    - **Soup Kitchen** – a frontline facility, fully open to the general public, that cooks and serves prepared meals to individuals at no cost.
        - **Congregate Feeding** – a facility, organized for a specific purpose and not open to the general public, that cooks and serves prepared meals to individuals.

- **Shelter** – a frontline facility, fully open to the general public, that cooks and serves prepared meals to individuals and provides overnight accommodation at no cost.
- **Group Home** - a facility, organized for a specific purpose and not open to the general public, that cooks and serves prepared meals to individuals and provides overnight accommodation.

- **Backpack Program** – provides children in need with bags full of easy-to-prepare food so they have food to eat throughout weekends when they are not in school.
- **Emergency Feeding Program** – a feeding program that provides emergency food assistance such as food pantries, soup kitchens, shelters, and backpack programs.
- **Neighbor** – a food insecure individual in need of food assistance.
- **Household** – a food insecure family unit in need of food assistance.
- **Monthly Service Report (MSR)** - monthly summary of service numbers required to be submitted through Agency Express by the 5th of each month.
- **Vivery** - a centralized food map utilized by several food banks with digital tools to provide up-to-date information online, so neighbors can effortlessly access the right food programs and services nearby.
- **MealConnect** - a Feeding America platform for Partner Rescue Program agencies to submit their rescued product data.
- **Navigating Access & Nourishment (NAN**) - a SHCG initiative to guide partner agencies through the pathways of food access by prioritizing neighbor experience, increasing and strengthening agency impact, and overall improving community food access
- **Coastal Community Insights (CCI)** – a SHCG initiative of using a neighbor-intake software program utilized throughout the Feeding America food bank network to collect and report accurate data and neighbor insights, and streamline the food assistance intake process.

SHCG Programs

- **Mobile Food Pantry (MFP)** – a SHCG feeding program where the food bank brings a truckload of food to a specified location to be distributed by community partners directly to the general public.
- **Brown Bags for the Elderly (BB)** – also known as "brown bags", a SHCG feeding program where the food bank provides pre-packed bags of staple foods to community partners to be distributed directly to elderly neighbors.
- **Kids Café (KC)** – a SHCG feeding program where meals prepared at our site are delivered to after-school programs and community organizations for children in need to have an evening meal during the school year and breakfast and lunch during the summer months.
- **School Pantry Program** – a SHCG feeding program operating in the public schools in Glynn County, providing families in need with food for an evening meal to feed four along with supplemental snacks.
- **MoGro** – a SHCG mobile grocery store operated in partnership with SCAD and Kroger that brings healthy, affordable groceries directly to communities in Chatham County that lack convenient access to traditional grocery stores.

Government Agencies and Programs

- **U.S. Department of Agriculture (USDA)** – The federal agency responsible for administration of most nutrition and commodity distribution programs at the federal level.
    - **The Emergency Food Assistance Program (TEFAP)** – the federal program that sends funding to states to provide food banks with commodities intended to supplement the diets of low-income households at no-cost through emergency food assistance.
    - **Farm Bill** – federal legislation that authorizes SNAP, child nutrition programs, and commodity distribution programs such as TEFAP.
    - **Supplemental Nutrition Assistance Program (SNAP)** – commonly known as food stamps, this cornerstone federal food assistance program provides low-income individuals and families monthly assistance in buying nutritious food from authorized retailers and markets.
    - **Temporary Assistance for Needy Families (TANF)** – the federal program that provides 4 months of assistance to for low-income families with children under age 18 by granting states the funds and flexibility to develop and implement their own assistance programs – such as GNAP in the state of Georgia.
    - **Supplemental Food Program for Women, Infants and Children (WIC)** – the federal program that provides healthy foods, personalized nutrition education, breastfeeding support and referrals to other services to low-income women, infants and children up to age 5.
    - **Electronic Benefits Transfer (EBT)** - the debit card system used to disseminate SNAP, TANF and other cash benefits.
- **Georgia Division of Family & Children Services (DFCS)** – the state agency that oversees SNAP, TANF, Medicaid and federal commodity distribution programs such as TEFAP for the state of Georgia.
- **Georgia Department of Public Health (DPH)** – the state agency with 18 public health districts overseeing the health and wellbeing of Georgians, with multiple divisions including food service permitting and inspections.
- **Georgia Nutritional Assistance Program (GNAP)** – the federally funded, state created and administered program that provides food assistance to food insecure households with children under the age of 18 for 4 months of a year.

Products and Distributions

- **Commodities**– purchased, excess foods produced by American farmers utilized by the USDA for commodity distribution and nutrition programs, such as TEFAP, to be provided to low-income households and individuals.

- **Purchased Product (PUR)** – product purchased by SHCG to help supplement donated product and available to partner agencies at-cost.
- **Donated Product (DON)** –product available to partner agencies donated to SHCG by retailers, manufacturers, farmers, and/or our surrounding community with the stipulations of being provided directly to in-need households.
- **Partner Rescue Program (PRP)** – a SHCG operation where select partner agencies pick up donated product directly from retailers on behalf of the food bank to provide to neighbors in-need in their food distributions.
- **Perishable Product** – product with a limited shelf life and requires continuous temperature control to remain safe and consumable.
- **Shelf-Stable Product** – product that is non-perishable and can be safely stored at room temperature in a sealed container for a long period of time.
- **Food Distribution** – the regular event of providing food to neighbors in-need of food assistance.
- **Same-Day Distribution** - a distribution where partners receive and distribute food from SHCG and our partner retailers on the same day, without holding TCS-foods in cold-storage units.
- **Neighbor-Choice Distribution** – a food pantry distribution where the neighbor receiving food assistance is able to choose all or some of the food they would like to receive in a dignified manner.
- **Mobile-Style Distribution** – a distribution where neighbors stay in the vehicles throughout the entire process of receiving food assistance.
- **Home-Delivery Distribution** – a distribution where food assistance is provided to neighbors by being delivered to their residence.
- **Pre-Packed Distribution** – a distribution where food is pre-packed into bags, boxes, etc. with each package having similar items and quantities.

Food Safety

- **Food Safety** – the safe handling, preparation, and storage practices to prevent food contamination and protect individuals from foodborne illnesses.
- **Time/Temperature Control for Safety (TCS) Foods** – foods such as meat/poultry/seafood, dairy, cooked rice, cut melons and lettuce that are susceptible to rapid bacterial growth when held within the “danger zone” of 41°F to 135°F and must be discarded if kept in this range for over 4 hours.
- **Food Recall** – the process of removing a food product from public consumption because it has been deemed unsafe, contaminated or mislabeled.
- **Temperature Control Device** – an item that can control the temperature of foods such as a thermal blanket, insulated bag, ice chest/cooler, or refrigerated truck/trailer.
- **Cold Storage Unit** – a temperature-controlled space that maintains low temperatures to preserve perishable foods and prevent bacterial growth such as a refrigerator/cooler, freezer, or walk-in unit.
- **ServSafe** - a food and beverage safety training and certificate program administered by the US National Restaurant Association with multiple offerings including Food Handler and Manager trainings.

General Hunger Relief

- **Neighbor Access and Experience (NAX)** – a priority of ensuring equitable access to preferred foods, convenient services and dignified experiences for all neighbors facing hunger.
- **Food is Medicine (FIM**) – the approach that beyond sustenance, food is a powerful agent for promoting health and combating diet-related diseases, and where nutrient-dense foods are utilized to improve health outcomes.
- **Supporting Wellness at Pantries (SWAP)** – a stoplight nutrition ranking system designed to help promote healthy food choices at food pantries.
- **Federal Poverty Level (FPL)** – the income level set annually by the federal government as the threshold for poverty, used to screen for program eligibility for many government benefits programs.
- **Food Insecurity** – the technical definition of hunger or unsure access to adequate quantities of nutritious, safe food for a healthy life through non-emergency means.
- **Food Security** – the ready availability of nutritionally adequate and safe foods and an assured ability to acquire such foods through non-emergency means.
- **Food Access** – an individual's ability to obtain adequate, nutritious and culturally appropriate food, determined by food availability, economic affordability and physical accessibility
- **Food Drive** – a collection of food from the community, with food typically collected in large boxes, barrels, etc. and stationed in businesses, community centers, schools, etc.
- **Food Rescue** – the practice of collecting safe, edible food that would otherwise be discarded by farms, retailers, or restaurants and redistributing it to individuals and households facing food insecurity.