



# PARTNER AGENCY MANUAL

# Introduction

Second Harvest Food Bank of Middle Tennessee opened its doors in 1978 with commitment from several community leaders. The purpose of the organization was to provide a central distribution center for companies, groups and individuals who wished to help provide food for food insecure people in Middle Tennessee. Second Harvest's mission today is to provide food to people facing hunger and work to advance hunger solutions.

Modeled after the first food bank established in Phoenix in the mid-1970s, Second Harvest was designed to collect food that would otherwise be wasted, inspect, and sort this food, and distribute it to pantries, meal sites, and shelters serving food insecure individuals in the community. During the first year, this process resulted in a total distribution of 160,000 pounds of food to 75 partner agencies.

Today, Second Harvest distributes tens of millions of pounds each year and counts food pantries, meal sites, senior centers, youth programs, and shelters among its Partner Agencies receiving food and working to end hunger. Second Harvest is one of the largest and most comprehensive of over 200 food banks in the Feeding America network. We partner with more than 450 Partner Agencies throughout our 46-county service area in Middle and West Tennessee.

[secondharvestmidtn.org](http://secondharvestmidtn.org)

Martin Distribution Center  
331 Great Circle Road  
Nashville, TN 37228  
Phone: 615-329-3491

Nacarato Distribution Center  
1958 Almaville Road  
Smyrna, TN 37167

Ray Smith Family Distribution Center  
69 Benton Industrial Road  
Camden, TN 38320

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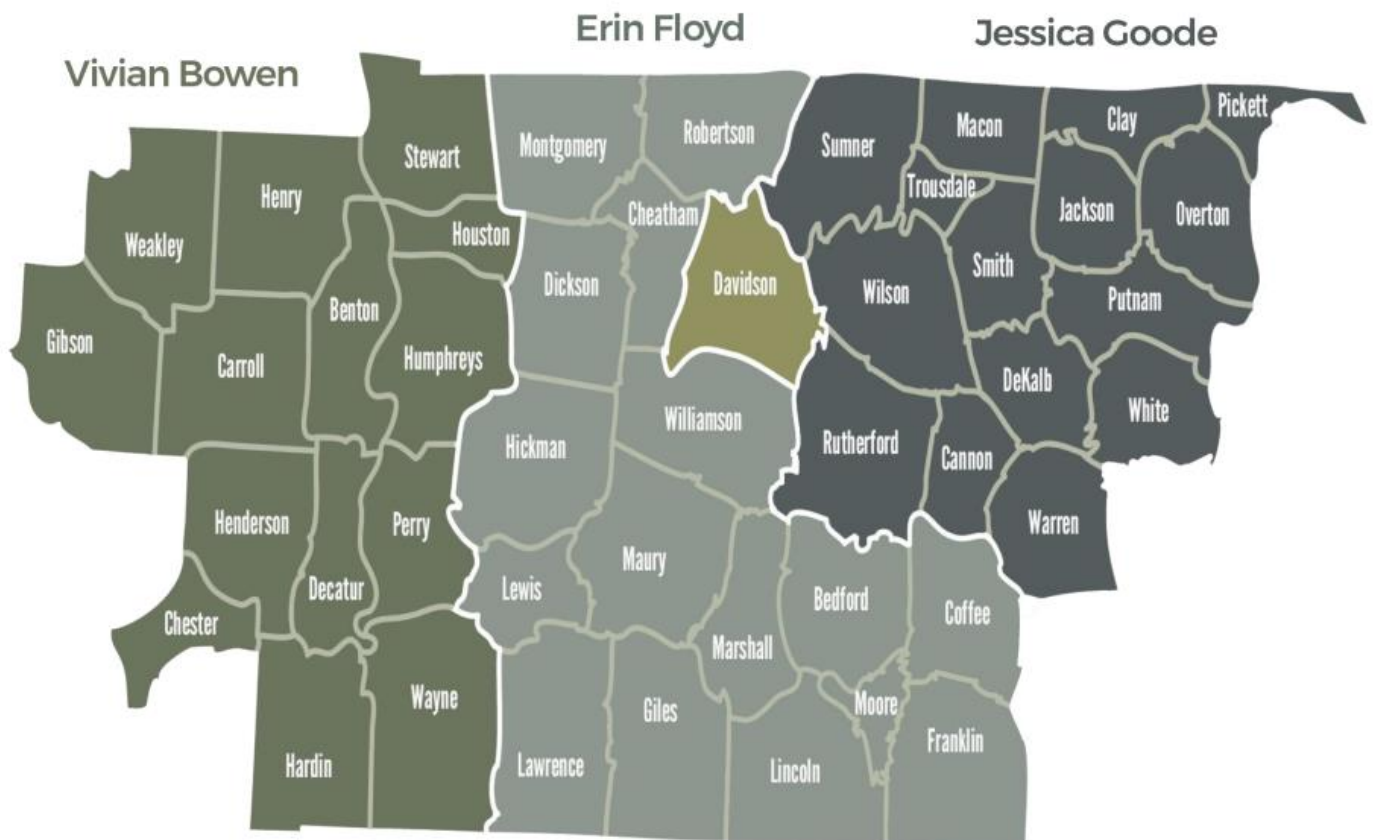
# Mission

We provide food to people facing hunger and work to advance hunger solutions.

# Service Area

Our service area covers 46 counties in Middle and West Tennessee. Our main distribution center is in Nashville (Davidson County) with two satellite warehouses in Camden (Benton County) and Smyrna (Rutherford County). Partnership Managers work with Partner Agencies within assigned counties.

## Second Harvest Food Bank of Middle Tennessee Service Areas for Partnership Managers



# Partner Agency Program

Second Harvest collaborates with Partner Agencies located throughout our 46-county service area in Middle and West Tennessee. Partner Agencies receive food and other products directly from Second Harvest for distribution in their communities. A Partner Agency is a qualifying 501c3 non-profit public charity or church that serves the food insecure, ill, or children and has completed the application process by meeting specific requirements to partner with Second Harvest. We review new applications and conduct onboarding for new partners every other month.

Second Harvest selects partners based on their program design & service, fit with our mission, community need, and county food insecurity rates. We also assess the need for additional partners based on existing partners or programs already operating in the community. Partner Agency applicants should have a mission geared toward and a desire to serve people in need and be operational for at least six months before applying. A Second Harvest panel reviews all submitted applications and paperwork to select new partners. Approved applicants are required to attend Partner Agency Orientation and can expect a visit from their Partnership Manager to learn more about the agency's program, meet staff, and see their food storage location. From there, Partner Agencies are activated to begin receiving food. For a full list of the Partner Agency Eligibility Requirements, see the Partner Agency Application.

## Benefits of Being a Partner Agency

### Partnership Managers

Partnership Managers work within their geographic region to provide support and be a resource to Partner Agencies. Partnership Managers will visit your agency at least once every 2 years for a site monitor to review food safety and compliance requirements. Beyond the monitor visit, you can expect your Partnership Manager to visit to learn more about your program goals, discuss potential capacity building, review community & county needs, learn from your best practices, and more!

If you have changes to your agency's personnel, location, or program focus, contact your Partnership Manager within 30 days of the change. Feel free to reach out to your Partnership Manager with any questions – they are here to help!

### Available Products

Second Harvest acquires the food it distributes in many ways.

#### *Donated*

Second Harvest works to establish and maintain relationships with growers, packers, manufacturers, and grocery stores who donate millions of pounds of food each year. Food drives, organized by individuals, groups and businesses, are also a vital source of food. Donated food is free to our Partner Agencies.

### *Purchase Option*

Donated food that fills all the needs of our partners is often in insufficient supply. To assist Partner Agencies in filling their needs and saving time at multiple stops, we also offer a full line of purchased product. We strive to maintain prices at or below that of retail options. We also operate a USDA inspected manufacturing facility that produces and provides healthy frozen meal options for your clients.

### *TEFAP (The Emergency Food Assistance Program)*

The USDA provides additional food to Second Harvest to distribute through Partner Agencies who manage food pantries and congregate meals programs at no cost to the agency. Partner Agencies receiving TEFAP food utilize Link2Feed data tracking to manage the program's required paperwork.



## AgencyLink Online Ordering

AgencyLink offers convenient, real-time inventory for agencies to order food & products from Second Harvest for pick-up at one of our Combo Rural Route locations, pick-up at the Nashville or Camden warehouse, or direct agency delivery within Davidson County. On AgencyLink, partners can access order history, view past invoices, and monthly statements. They can also utilize a dashboard to view nutritional breakdown, pounds, and cost of all food sourced within a date range.

## Warehouse Order Pick-Up

Partner Agencies can pick-up their AgencyLink orders for free at our warehouses in Nashville or Camden. At your selected date and time, check in with warehouse staff by entering the designated door. Upon your arrival, warehouse staff will bring your order to the loading dock. During this time, you will have 30 minutes to visit The Market to select additional donated items, if desired. Due to space, each agency can have up to two agency personnel in The Market. Additional individuals may wait in the vehicle or on the loading dock. Agencies are responsible for loading their order into their vehicle.

## The Market

The Market is offered to Partner Agencies scheduled to pick-up an order at the warehouse or by appointment through AgencyLink. We have markets in all three Second Harvest locations – Nashville, Camden, and Smyrna. The Market offers a variety of donated products, such as produce, frozen meat, dairy, frozen entrees, bread and bakery, beverages, dry goods, and snacks. Due to space, each agency can have up to two agency personnel in The Market for the 30-minute appointment.

## Order Delivery

### Combo Rural Route Delivery

- Second Harvest visits multiple locations within its 46-county service area on a weekly basis where Partner Agencies located outside Davidson County can pick up their AgencyLink order.
- A \$0.06/pound delivery fee is added to your order; not to exceed \$65.
- Orders must meet either a 100 pound or \$100 minimum.
- As room on the truck allows perishable products such as produce, dairy, and bread are available to no charge to Partner Agencies.

### Nashville City Delivery

- We offer direct delivery to Partner Agencies located within Davidson County who have a parking lot that can accommodate Second Harvest delivery vehicles.
- A \$0.10/pound delivery fee is be added to your order; not to exceed \$35.
- Orders must meet either a 100 pound or \$100 minimum.



## Link2Feed Data Tracking

Link2Feed is a web-based client intake program that helps non-profits better understand who is using their services, and how to help them. Use of Link2Feed is required for Partner Agencies, but Second Harvest provides the program at no charge.

Link2Feed allows easy intake of client data during distributions on a safe and secure website – removing the need for paper records. It allows each agency to run distribution and demographic reports and offers other basic case management tools. It is also used to capture daily roster information for TEFAP distributions.

## SNAP Outreach

SNAP, formerly the food stamp program, is the Nation's largest domestic food and nutrition assistance program for low-income Americans. 42% of households receiving SNAP benefits have children. SNAP is a powerful anti-poverty tool. SNAP lifts more households with children out of extreme poverty than any other government program. Second Harvest provides SNAP outreach and would be happy to train your agency to assist individuals in applying for SNAP benefits.

## Nutrition Education

Providing a wide variety nutritious food and nutrition resources to our Partner Agencies is a top priority for Second Harvest. The food bank has Registered Dieticians on staff to assist Partner Agencies with nutrition education, review food box contents or menus, and provide resources such as recipes and nutrition handouts.

Additionally, we categorize all food products on AgencyLink to indicate their nutritional quality. The colors – green (choose often), yellow (choose sometimes), and red (choose rarely) – are shown on each food item to guide ordering decisions and encourage Partner Agencies to distribute a healthy mix of food.

# Important to Know

## Nondiscrimination Statements

Second Harvest Food Bank of Middle Tennessee, its Partner Agencies, and its program sites must prohibit discrimination in all programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, citizenship, ancestry, gender identity, unfavorable discharge from the military, status as a protected veteran or because all or part of an individual's income is derived from any public assistance program.

To file a complaint of discrimination, write USDA, Director, Office Of Civil Rights, Room 326-W, Whitten building, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

## Agency Accounts & Invoices

- Invoices & monthly statements are emailed to the agency.
- All agencies are required to pay their application fee and invoices by agency check or credit card. No personal checks or cash are accepted. All payment checks should include the Partner Agency account number and/or invoice number.
- Payments may be mailed to Second Harvest Food Bank, Attn: Accounting, 331 Great Circle Road, Nashville TN 37228. To pay by credit card, call Second Harvest at 615-329-3491 and ask to speak to Accounting.
- Invoices are net 30 days. Failure to remit payment within 30 days will cause your agency's account to be placed on credit hold which prohibits you from ordering on AgencyLink, visiting The Market, receiving any product on a delivery route, or hosting a Mobile Pantry until the balance is current.
- Partner Agencies must keep their account active by receiving & distributing food from Second Harvest at least six times each year.
- Partner Agencies must double-check all orders against the packing list received with the order and the AgencyLink confirmation. Partner Agencies must notify Second Harvest of invoice or order discrepancies within 2 business days of receipt of product. Partner Agencies will assume financial responsibility for orders not confirmed within 2 business days of delivery for any discrepancies, order shortages or damaged product. No credits will be given to agency accounts after 2 business days of delivery for any discrepancies, order shortages or damaged product.



## Allowable/Non-Allowable Uses & Practices

All items sourced from or enabled through Second Harvest are received with the understanding they will be used for the intended purpose of feeding those who are food insecure, ill or children. This is an IRS regulation. The food you receive from Second Harvest is intended solely for the clients in your program.

- Second Harvest products may only be used for the programs described in your application.
- Partner Agencies will not sell, redistribute, transfer, barter or use Second Harvest products for fundraising activities. Transfer refers to an agency which has an extension of their program in another county. Food cannot be transferred to those extensions unless approval has been received from Second Harvest.
- Second Harvest products may not be used for staff parties, community events, agency functions, congregation events, board meetings, personal use or given to other organizations.
- Partner agencies will not exchange food or other products for money, property, or services.
- Partner Agency cannot require clients to pay a fee, submit a donation, perform a service, or attend a lecture/religious/prayer service to receive food.
- Partner Agencies must not discriminate against clients or treat them disrespectfully.
- Agencies should submit requested updates or documentation, respond to communication from Second Harvest, and pay all invoices in a timely manner.
- Second Harvest product cannot be stored off agency property at any location that has not been monitored by Second Harvest staff. Storing Second Harvest product at a private residence is prohibited.
- Agencies should adhere to all requirements and guidelines contained in the Partner Agency Agreement, Eligibility Requirements, Food Use & Restriction guidelines, or Partner Agency Manual.
- Partner Agency staff may consume the food only if their job includes eating with clients.
- Volunteers may receive food if in need; but must do so within the regular distribution time/process and not as “payment” for their volunteer service.

Actions by Partner Agencies found to be in violation of any Second Harvest guideline will be reviewed on a case-by-case basis by Second Harvest staff and could result in that Partner Agency being placed on credit hold or having their account closed (temporarily or permanently). A credit hold prohibits you from ordering on AgencyLink, visiting The Market, receiving any product on a delivery route, or hosting a Mobile Pantry until the hold is removed. Complaints received by Second Harvest about a Partner Agency will be investigated within two business days. Second Harvest reserves all rights to place a Partner Agency on hold temporarily or permanently close the account of any Partner Agency.



## Receiving & Transporting Food

- AgencyLink orders must be placed by 11:45pm two business days prior to your pick-up/delivery day.

Delivery Date	Cut-Off Date Shown As	Cut-Off Date/Time
Monday delivery/pick-up	Thursday	Wednesday 11:45pm
Tuesday delivery/pick-up	Friday	Thursday 11:45pm
Wednesday delivery/pick-up	Monday	Sunday 11:45pm
Thursday delivery/pick-up	Tuesday	Monday 11:45pm
Friday delivery/pick-up	Wednesday	Tuesday 11:45pm

- Although you can place your order on AgencyLink weeks in advance of pick-up/delivery, some refrigerated items cannot be held over several weeks. These items should only be ordered the week of pick-up/delivery.
- Partner Agencies must double-check all orders against the packing list received with the order and the AgencyLink confirmation. Partner Agencies must notify Second Harvest of invoice or order discrepancies within 2 business days of receipt of product. Partner Agencies will assume financial responsibility for orders not confirmed within 2 business days of delivery for any discrepancies, order shortages or damaged product. No credits will be given to agency accounts after 2 business days of delivery for any discrepancies, order shortages or damaged product.
- After reviewing, sign your packing list, keep one copy, and give the other to Second Harvest staff. An invoice will be generated and emailed to the address on your account.
- Transport food in a covered vehicle (box truck, van, semi-truck, pick-up with camper top, car, etc.) or cover with a tarp before leaving.
- Agencies must have coolers, refrigerated truck, freezer blankets or similar if transporting refrigerated or frozen food more than 30 minutes.
- Agencies are responsible for safely securing their load before leaving; ensuring they are transporting food in an appropriate vehicle & safe manner; and responsible for knowing the weight capacity of their vehicle.
- We understand there could be circumstances when you are not able to pick-up your order. Please notify Second Harvest as soon as possible in these instances. If we do not hear from you within two business days of the delivery date, your order will be returned to inventory and a \$25 restocking fee will be charged.
- During inclement weather, Second Harvest will do its best to reach out to Partner Agencies scheduled for a delivery, pick-up, or Market appointment in a timely manner to relay information on the status of our operations. If you have a question about whether Second Harvest may be open or running on a delayed schedule, please call 615-329-3491 and ask for Transportation, or reach out to your Partnership Manager.

## Distribution

Partner Agencies' use of Second Harvest products will vary depending upon the type of programming they provide in their community. Below are general guidelines to keep in mind.

- Maintain Second Harvest invoices and records of quantity of product received from Second Harvest.
- Maintain records of the number of clients receiving food through your program(s).
- Follow an objective process for determining need and eligibility.
- Distribute a well-balanced food box or meal and provide to clients on a uniform basis.
- Provide additional resources or referrals as much as possible. This can include information regarding eligibility and sign-up procedures for SNAP (food stamps), WIC (Women, Infants and Children program), unemployment benefits, job training, and other local resources or food distributions.

## Product Feedback

Second Harvest strives to distribute the highest quality product available and requests that Partner Agencies report all product quality concerns immediately to Second Harvest. Additionally, Partner Agencies should immediately inform Second Harvest in the event of a loss of product due to theft, infestation, contamination, or any inappropriate use of the product. Any such concerns or feedback should be sent to Second Harvest at [customerfeedback@secondharvestmidtn.org](mailto:customerfeedback@secondharvestmidtn.org).

## Food Safety Classes

Food Safety certificates are required for all Partner Agencies that prepare or serve meals or snacks. Local health departments provide food handler training programs. You may also submit a ServSafe Certificate. [Rsgiving \(www.rsgiving.com\)](http://www.rsgiving.com) provides an online food safety course and certification for a small fee. Food Safety certificates are not required for Partner Agencies that do not prepare or serve meals or snacks. However, you are required to attend a Second Harvest Agency Orientation which includes basic food safety training and food safety will be reviewed at each site monitor.

# Second Harvest Programs

In addition to collaborating with Partner Agencies, Second Harvest raises funds and operates a variety of programs – many of them in conjunction with Partner Agencies or other community entities.

## Mobile Pantry

The Mobile Pantry works directly with Partner Agencies to deliver food for a one-day, large-scale distribution. Mobile Pantries provide food for roughly 250 families and distribute more than 20,000 pounds of perishable & non-perishable food for \$2,500. Second Harvest delivers the food and Partner Agency volunteers set up & distribute similar to a farmer's market. This program is an effective way to provide food assistance to rural communities.



## Emergency Food Box (EFB)

EFB sites provide food boxes to individuals and families in Davidson County on an urgent-need basis. Through its multiple locations, the program provides 2-3 days of staple food items based on the number of members in each household.

## BackPack

The BackPack Program provides easy-to-prepare food for at-risk children on weekends and during school breaks when other resources are not available. A typical BackPack includes canned entrees, cereal bowls, 100% fruit juice, shelf-stable milk, and a snack. Many Partner Agencies find community funding and implement a BackPack program in their community themselves, purchasing the food from Second Harvest.

## School Food Pantry

The School Food Pantry Program is designed to increase food access for school children and their families in need. These pantries are operated within the walls of a local school and managed by school personnel or volunteers.

## Kids Cafe

Kid's Cafe provides free meals, snacks, and nutrition education to at-risk children during the school year and summer months. Kid's Cafe partners include after-school programs, community centers and churches. Second Harvest's Registered Dietitian oversees meal and snack choices and provides fun, engaging nutrition education at each site.

## Summer Food Service Program (SFSP) & CACFP At-Risk Afterschool Meals

Second Harvest acts as a sponsor for program sites in these federal programs. Second Harvest sponsors the Summer Food Service Program (SFSP) each summer which provides breakfast, lunch, or supper to ensure low-income children continue to receive nutritious meals when school is not in session. Free meals, which meet Federal nutrition guidelines, are provided to all children at SFSP sites in areas with significant concentrations of low-income children. SFSP sites include community centers, libraries, day camps, schools and other programs that offer enrichment activities for children over the summer. Similarly, Second Harvest also sponsors multiple At-Risk Afterschool meal programs, serving thousands of meals to participating children during the school year.



## Commodity Supplemental Food Program (CSFP)

This federal program works to improve the health of low-income seniors by supplementing their diets with a monthly nutritious food box from the USDA. Participants must be age 60+, reside in Davidson County, and be income eligible.