# Table of Contents

ABOUT SECOND HARVEST FOODBANK OF SOUTHERN WISCONSIN

- **Programs** .......................................................................................................................... 5
- **Credits** ................................................................................................................................. 8
- **Food Sources** ....................................................................................................................... 9

ABOUT YOUR MEMBERSHIP WITH SECOND HARVEST

- **Member Agency Roles and Responsibilities** ........................................................................ 12
- **Education and Communication** .......................................................................................... 17
- **2-1-1 Information and Referral Service** ............................................................................. 19
- **Membership Suspension and Termination Policy** ................................................................. 20

**Ordering Process** ............................................................................................................... 21

**Food Safety and Storage** ..................................................................................................... 25
ABOUT
SECOND HARVEST
FOODBANK
OF
SOUTHERN WISCONSIN
Who are we?

Second Harvest Foodbank of Southern Wisconsin is a nonprofit organization whose **mission is to end hunger in southwestern Wisconsin**, accomplished through strong community partnerships. We are one of more than 200 food bank members of Feeding America, the nation’s leading domestic hunger-relief charity. As a direct result of our membership with Feeding America, we are able to share resources that would not be possible to obtain if we were an independent food bank.

Service Area

Second Harvest Foodbank works on behalf of food pantries, shelters, meal sites and other hunger-relief programs in **16 southwestern Wisconsin counties**: Adams, Columbia, Crawford, Dane, Dodge (western half), Grant, Green, Iowa, Jefferson (western half), Juneau, Lafayette, Monroe, Richland, Rock, Sauk, and Vernon.
Programs

Second Harvest is more than a warehouse and food distribution facility. As part of our mission to end hunger in southwestern Wisconsin through community partnerships, we provide a number of programs designed to tackle hunger in communities in a number of ways. For more information on Second Harvest programs contact your SAR.

Mobile Pantry Program
Second Harvest’s Mobile Pantry Program began in August 2003, to supplement the work of partner food pantries in fixed locations, as well as to provide emergency food assistance in areas of our service territory that are without resources. Both fresh and non-perishable groceries from Second Harvest are trucked to a pre-determined community location at a scheduled time each month for immediate distribution to those in need. Partnerships with local organizations and their volunteers make this program possible.

This valuable distribution channel allows us to provide another source of food to families and individuals facing hunger, and helps to more rapidly distribute large quantities of perishable product, such as yogurt, cheese, bakery, and fresh produce.

As of April 2017, mobile pantries operate in Adams, Columbia, Crawford, Dane, Dodge, Grant, Green, Iowa, Jefferson, Lafayette, Monroe, Richland, Rock, and Sauk counties. Currently, they account for approximately one-third of the food we distribute.

Child Hunger Programs

Kids Cafe Program
Second Harvest operates a Kids Cafe Program in partnership with neighborhood-based organizations to meet the needs of low-income children. This program provides free meals and snacks, as well as nutrition education, to children after school. The Kids Cafes are located in community centers and youth clubs, which also offer a safe place where children can participate in academic and recreational activities.
School-Based Pantry Program
The mission of the School-Based Pantry program is to help solve child hunger in America by providing nutritious food to children and their families in convenient, familiar, and safe locations. School-based pantries are located on the grounds of a school. Sites are consistently in the same location, have set distribution schedules, and offer ongoing food assistance services to families with children currently enrolled in that school or school district. Second Harvest provides technical assistance and groceries for the pantries, with the intention of supporting the programs until they are able to operate as independent organizations.

School Outreach Initiative
We know that food insecurity negatively affects students’ ability to learn, pay attention, and grow. We can make a difference by reaching kids when they are young, so they are able to lead healthy, productive lives. The School Outreach Initiative collaborates with schools to ensure students and families are aware of and able to access food assistance resources in their community. This might include a range of activities with schools, including distributing food pantry information through school communications, offering FoodShare application assistance, ensuring the school and families are taking advantage of all federal nutrition programs, presenting information about child hunger and resources to school staff, and discussing interest in a school grocery program.

Summer Food Service Program
Just as learning does not end when school lets out, neither does a child's need for good nutrition. The federal Summer Food Service Program (SFSP) provides free, nutritious meals and snacks to help children get the nutrition they need to learn, play, and grow throughout the summer months when they are out of school. Local organizations, such as schools, churches, and other non-profit organizations, sponsor the program in communities. Second Harvest provides support and technical assistance, including sharing program best practices to potential, new, and returning SFSP sponsors.
FoodShare Outreach

FoodShare Wisconsin (SNAP/food stamps) helps stretch a household’s budget and can be used in addition to food pantries or hot meal programs. FoodShare is very beneficial to recipients because they:
- are able to shop at the store of their choice at an hour that fits into their schedule;
- can purchase foods specific to health or dietary needs; and,
- have more money for other necessities, such as bills and medications.

Second Harvest's FoodShare Outreach Program helps people learn how to obtain benefits and assists through what can be a complicated process. Through Feeding Wisconsin’s friendly FoodShare Helpline (1-877-366-3635), and the support of meeting with one of our FoodShare Outreach Specialists for free, personalized application assistance (by phone or in-person), we strive to make the process easy and accessible for those who qualify. FoodShare Outreach Specialists are also available to help clients in navigating FoodShare requirements (such as the work requirement), submit verification documents, and support clients to maintain benefits by assisting with renewals, change reports and reporting a QUEST card lost or stolen. Too many eligible Wisconsinites neglect to request benefits simply because they do not understand the program and its eligibility requirements.

Agencies and their communities also benefit when those who are eligible claim their FoodShare benefits:

- **FoodShare helps emergency food providers struggling to keep up with the demand for food assistance.** Not everyone in need is eligible for FoodShare, so those who do qualify for benefits may be able to rely more heavily on FoodShare and less on your program.
- **FoodShare serves as an immediate economic stimulus to businesses and farmers** because 97 percent of FoodShare benefits are spent in local communities within 30 days of receipt. Based on the US Department of Agriculture’s estimate that every $5 of FoodShare benefits spent generates about $9 in economic activity, Second Harvest's program infuses almost $6 million into our service area (YOUR community) each year, creating a yearly economic benefit of almost $11 million.

Unclaimed benefits result in a loss to a community’s economy.

Second Harvest provides:

- Materials for distribution to clients
- Referral forms so that you can directly refer interested clients to FoodShare Outreach Specialists
- Staff who can visit your agency to discuss FoodShare with clients
- FoodShare training for staff and/or volunteers, including how you can provide application assistance
HungerCare Coalition

Second Harvest’s HungerCare Coalition is committed to educating healthcare professionals on the signs and long-term impacts of food insecurity, and to giving them the tools necessary to empower their patients to make nutritious food choices, leading to improved health outcomes. Clinics and hospitals receive individualized instruction to implement a 2-question food insecurity screen, validated by the USDA, and support integrating the process into their workflows. The screening questions are:

For each statement, please tell me whether the statement was “often true, sometimes true, or never true” for your household:
1. “Within the past 12 months we worried whether our food would run out before we got money to buy more.”
2. “Within the past 12 months the food we bought just didn’t last and we didn’t have money to get more.”

Patients who respond “sometimes true” or “often true” to EITHER question are considered food insecure and are given a list of food resources and referred to the clinic/hospital social worker to help them connect with the resources, if one is available.

Credits

Throughout the year, there are opportunities to earn and receive credits from Second Harvest, to be spent at the Second Harvest, as a way to increase your ability to provide for your neighbors in need.

While these opportunities may change over time, an example includes NBC 15’s Share Your Holidays, our biggest campaign of the year. A portion of the funds raised is divided among all of our active partners. A complex formula calculates the credits allocated for each agency, taking into consideration their status as an emergency or non-emergency program, how much food they received from us over the past year, as well as other factors. These credits appear on the January statement, received by each agency in early February.

It’s important to keep in mind that these credits are intended to be spent within the calendar year they are received, as their purpose is to feed those who need your help now. If we feel you are not using your credits in a timely fashion, we will contact you to discuss a timeline during which they will need to be spent. If circumstances prevent your agency from spending your earned credits by the end of the calendar year, we will work with you to develop a plan that will allow the credits to be spent to help the people of your community. If an agency’s credits are the
result of donations made directly to Second Harvest for that agency, the agency will have 12 months during which to spend the credits. If the credits, in whole or in part, remain unspent after 12 months, and attempts to work with the agency have failed, the donor(s) will be contacted to ask how they wish to redirect the funds.

Second Harvest also reserves the right to withdraw credits that we have directly provided, due to non-use, misuse, when a serious violation of the Membership Agreement has occurred, or if either the Second Harvest or the agency chooses to end the partnership prior to all credits being spent.

**Food Sources**

Second Harvest member agencies have access to hundreds of food and non-food items that comprise our four main food programs (Donated, Purchased, Field to Foodbank, Subsidized). All of these products can be found on our online shopping list on AgencyExpress. No two days of the shopping list are the same, as new items are received daily. We encourage agencies seeking variety for their clients to shop early and shop often.

**Donated Product**

As a member of Feeding America, the Second Harvest receives both local and national donations of food and non-food items. Agencies benefit from Feeding America’s large scale brokered partnerships with large corporations. A majority of the food we receive is not sold on the market due to overproduction, cosmetic damage, or nearing code date but is still safe to eat. As a result, Second Harvest collects shelf stable items and perishable foods from retail businesses, food processors, and growers throughout our 16-county service area such as fresh produce, dairy, meat, eggs, bakery and canned, boxed, and frozen products.

A growing number of processors, growers and manufacturers participate in Second Harvest’s donated product program. We also receive a great deal of non-perishable items from local food drives and fresh produce from small neighboring farmers.

Fresh produce, ice cream, baby food, milk, bakery, bottled water, non-food items, and some assorted cooler items are available to agencies at NO cost. Other refrigerated, frozen, and shelf-stable items, such as canned vegetables, juice, cheese, yogurt, meat, and countless other products, are available to agencies for the Shared Maintenance Fee of up to $0.18/pound. This fee offsets a small portion of the acquisition, storage, and distribution costs of donated food. **None of this fee represents payment for the food itself.**

**Purchased Product**

Second Harvest also offers agencies an opportunity to actually purchase certain items that they have requested we keep in stock, since they are not donated with any consistency or in great enough volume. These items are acquired near wholesale cost from local distributors by the truckload. Because Second Harvest is able to purchase in larger quantities, we are usually able to
offer a better price than most supermarkets on items such as tuna, peanut butter, jelly, shelf stable milk and canned fruit.

The Shared Maintenance Fee does NOT apply to purchased product, as this food is not donated, and the full cost of acquiring this product is passed along in the price.

Field to Foodbank Product
In 2011, a partnership among agricultural producers, the University of Wisconsin’s Institute for Sustainable Agriculture and Second Harvest Foodbank was created to find ways to increase fresh and processed vegetable distribution to those facing hunger. We piloted a logistical chain that worked across producers, transporters, packers and processors that captured over 350,000 pounds of potatoes, onions, carrots, and apples.

Today, Field to Foodbank generates over 1 million pounds of food every year, and is a three-pronged program designed to capture produce grown in Wisconsin for distribution to those facing hunger. It includes:

• **Annual Pack**: Food processors include Second Harvest in their annual pack plans. That is, Second Harvest forecasts anticipated purchased product needs for the next year, and we purchase, at a set price, first-grade canned vegetables.

• **Fresh Produce Left Behind**: Annually, whether it’s blemished, under-sized or the crop yield was larger than anticipated, fresh produce perfectly good for human consumption does not make it to the marketplace. Second Harvest works with growers to donate this produce.

• **Grow to Donate**: Second Harvest secures commitments from growers to plant, tend and harvest acres for donation.

Fresh produce from Field to Foodbank is currently available to agencies at **NO cost** and canned Field to Foodbank produce is available to agencies for the **Shared Maintenance Fee** of $0.18/pound. This fee offsets a small portion of the additional costs we incur for the product to be canned, labeled and stored.

**Subsidized Product**
Second Harvest sets aside a portion of our budget to purchase certain items in large quantities. The cost of these products is then subsidized and **made available to agencies for a small fraction of the cost**. This fee offsets a small portion of the acquisition, storage, and distribution costs of the subsidized food.
ABOUT YOUR MEMBERSHIP WITH SECOND HARVEST
Member Agency Roles and Responsibilities

All Feeding America member food banks such as Second Harvest Foodbank are expected to follow regulations as detailed in the Feeding America contract, related to the proper handling, storage, and distribution of donated product. As a member of Feeding America, we are required to follow certain stipulations including USDA guidelines, storage and handling requirements, food safety, and IRS compliance. These are reflected in the Membership Agreement.

Membership Agreement

The Membership Agreement establishes requirements on food safety and quality, operations, policy, eligibility, and volunteer staff and services. It is signed upon becoming a member agency. Please refer back to this document for any questions regarding your partnership with Second Harvest.

Currently, Second Harvest is only accepting membership applications from non-profit organizations and churches that sponsor a food pantry, meal site, or shelter.

Volunteer Services

It is the responsibility of the partner agency to recruit and train its volunteers. Second Harvest can provide tips and recommendations on how to ensure an effective volunteer program.

Clients accessing product who also provide volunteer services:

Volunteers assisting with product distribution, who meet agency client eligibility criteria, may also receive food and services as a client, if permitted by the partner agency. **Feeding America strongly discourages the practice of serving volunteers as clients, as the practice can easily be misconstrued as payment to individuals for their service, or may be perceived as favoritism by other clients, and has the potential to create other client or public misperceptions.**
**Guidelines:** The agency will only provide donated food to ill or needy volunteers and/or staff under the conditions described below:

This is not meant as a regular supplement. Volunteers and staff in need on a regular basis should be referred to another agency for services whenever possible. A written policy is recommended for each situation:

a. Donated beverages may be used for on-site consumption by volunteers when carrying out assigned duties. Donated food is not allowed for consumption by volunteers, and donated beverages and food are not allowed for consumption by staff unless they further meet the requirements below. A limited exception is permitted for taste testing or demonstration cooking only;

b. Needy volunteers or staff must meet the same eligibility requirements and follow the same process as other clients;

c. Donated non-food items (hand soap, toilet paper, cleaning supplies, etc.) may be used in the organization’s operations/upkeep for which these supplies would normally be used;

d. Donated food and beverages may be consumed by staff and volunteers who are directly involved in the preparation of a meal or providing other services during a meal. The consumption of the meal should be part of staff or volunteer involvement with clients (e.g. at the same tables and time as clients are being served) and only if it is incidental to the intended use of the donated product. Staff or volunteers working in other areas of the organization who are not directly interacting with the clients are not permitted to consume donated beverages or food in this manner.

**Client Confidentiality**

The work that you do to serve people in your community who are struggling to make ends meet, is of a sensitive nature. People are seeking your help at a particularly vulnerable time in their lives. It is important that you maintain strict codes of confidentiality, informing staff and volunteers to not disclose whom they’ve seen or served at your program and respect the confidentiality of those seeking food assistance. Client intake forms must be kept in a secure location, where only approved staff/volunteers can access them, and every step should be taken to ensure that the information is protected. Specific and identifying information about clients should never be shared across separate agencies unless knowledge and consent is given by the client. Only immediate staff and volunteers should have access to this information.
Membership Reviews

Feeding America requires all food banks, such as Second Harvest Foodbank, to formally meet with, or monitor, member agencies. Food pantries, soup kitchens, and shelters are reviewed annually. All other programs are reviewed every two years. The main purpose of the membership review is to ensure that the **high sanitation and safety standards** are upheld throughout the network, from the point of donation to the time the product is placed in the hand of the individual who will use it. Other objectives include:

1. **Confirm that your agency is in compliance** with Second Harvest’s Membership Agreement, and **assist in areas where compliance is needed**. Membership reviews will address areas such as food storage, distribution, record keeping, client eligibility and potential capacity building.

2. **Gain a greater understanding of your agency's food needs**, and how we might be of better assistance. **Membership reviews provide an opportunity to have an in-depth discussion about your needs** and provide **technical assistance and resources** with regard to distribution methods, record keeping, nutrition, food safety, etc.

3. **Review Second Harvest’s performance** as a Foodbank and discuss ways in which we can improve our services and further collaborate to end hunger. We will communicate changes either upcoming or recent – within our business or yours, keeping each other apprised of new leadership, practices, initiatives, or community changes that could impact need or food distribution efforts.

Please know that membership reviews are an opportunity for Second Harvest and member agencies to strengthen the relationship and reflect upon what we do together. They give agencies and Foodbank staff the occasion to brainstorm and fine-tune the food distribution program as professionals in an increasingly complicated field.

After the visit, the agency will receive a copy of the completed monitoring form from Second Harvest that includes general observations and outlines any areas for improvement. Agencies that are found to be in violation of any major guidelines may be temporarily suspended until corrections are made and a follow-up visit can be scheduled.
Fresh Connect

The Fresh Connect program recovers perishable and non-perishable products from retail grocery stores and distributes them directly through Second Harvest Foodbank agency partners within a timely manner of being pulled from the shelves. Second Harvest can designate member agencies to pick up, store, and distribute store donation product for any program where the retail donor allows. Second Harvest is still the primary point of contact for the retailer and is responsible to monitor program compliance for all empowered agencies. Pounds are then recorded by the agency and reported back to Second Harvest via MealConnect (https://mealconnect.org/Login).

For those participating in the Fresh Connect program, it is important to remember that safe food handling and storage guidelines must never be compromised in the direct pickup process. Currently, passive control temperature devices (freezer blankets, commercial grade ice chests, etc.) are required for transporting product. Additionally, you are required to check and log sample temperatures of refrigerated and frozen donations at the point of collection at the retailer and at the point of delivery to your program site.
Monthly Reporting

In order to better understand the degree of food insecurity in your community and the services you are providing, Second Harvest needs to ask for information directly from you. In addition, we must frequently supply this data to our funders to demonstrate the impact of our partnership with you. As a result, Second Harvest requires monthly reporting of all partner agencies. **Statistics are due by the 10th of each month.**

Monthly Reporting Basics

All pantry partner agencies must provide the following information to Second Harvest on a monthly basis:

1. Total number of pantry visits (if applicable)
2. Number of unduplicated households served (if applicable)
3. Number of unduplicated individuals served
4. Number of unduplicated children under 18 served
5. Number of unduplicated seniors 60+ served
6. Number of food pounds received that are either purchased retail or wholesale, as well as any food donated by members of your community (NOT Second Harvest pounds and NOT TEFAP pounds)
   (You will need a scale to determine the weight of food acquired from other sources. For most agencies, a simple bathroom scale will be adequate.)

All meal/snack partner agencies must provide the following information to Second Harvest on a monthly basis:

1. Total number of meals/snacks
2. Total number of times meals/snacks served
3. Number of times agency served meals/snacks

There is a comment box in the reporting form, should you wish to provide feedback of any kind.

Monthly reporting can be accessed directly here:

**Though we hope this will not be necessary**, those agencies that do not submit monthly reporting as required for two consecutive months will automatically have their Foodbank services suspended until their reports have been received.
Education & Communication

New Agency Orientation

All new member agencies, and existing partners with new leadership, will be required to send at least one representative to Orientation at Second Harvest before placing an order. Existing member agencies are encouraged to invite volunteers and/or staff members to attend an orientation as a way of ensuring continuity in the event of staff or volunteer turnover. Orientations cover all areas of Foodbank membership including ordering and delivery processes, food safety and storage guidelines, reporting requirements and Foodbank programs. Participants will also receive a tour of Second Harvest’s Distribution Center.

Partner Agency Conference

Second Harvest’s Partner Agency Conference is held nearly every year. All member agencies are invited and encouraged to attend and participate in informational workshops, network with other agencies and Second Harvest staff, and enjoy a day of appreciation for all the hard work and effort contributed throughout the year.

Contact List

The Member Agency Contact List allows Second Harvest to quickly notify agencies about recalls, incoming products, upcoming events, and other special offers and opportunities. It is required that at least one representative from your program receive these e-newsletters, which are typically sent twice per month. All new member agency representatives with an e-mail account are automatically added to the list. Anyone affiliated with your agency can also be added at any time. Agencies or volunteers/staff with a new e-mail address should contact Second Harvest’s Agency Support Coordinator to be added to this list.
Other Information

Account Balances
Second Harvest expects all member agencies to maintain current account balances, i.e., no more than 30 days past due. Our hope is to prevent agencies from accruing excessive balances that will be difficult to pay down.

Monthly statements are sent to each agency with an outstanding balance. Agencies with outstanding balances will receive a reminder phone call after 90 days. Agencies with accounts over 120 days past due will be temporarily suspended until a payment schedule is created in collaboration with Second Harvest’s Business Manager and full payment is received.

Annual Membership Renewal
The Membership Agreement will be renewed automatically for one year each July 1st. The Membership Agreement will be reviewed annually during each membership review and a new agreement will be presented for signature every 2 years, in order to have a current signature on file. Agencies that experience a significant change in leadership (pastor, executive director, etc.) must notify Second Harvest and update their Membership Agreement for signature.

Additional Agency Programs
If you have a number of programs, you will need to have separate programs with Second Harvest for each location. For example, a community center may operate both a food pantry and an after-school program. Each program must have a separate account number. There are two reasons for this:

1. All sites that receive food from Second Harvest must be monitored individually every two years, at a minimum;
2. Per Feeding America, all food distributed by Second Harvest must be categorized by program type.

An existing Foodbank member agency may request the addition of other programs or sites to their membership. This can be done when the sponsor agency submits another program application to the Food Distribution Manager. The additional site or program is required to be monitored before being approved by Second Harvest.
Agency Complaints

Second Harvest Foodbank strives to ensure that all food distributed to our partner agencies meets high quality and food safety standards. Per Second Harvest’s 2017 Membership Agreement, partner agencies:

Will inspect the food/product as soon as possible after it is received to determine whether the food/product is fit for consumption/use. If not, the agency will immediately discard any unfit food/product and advise SHFBSW. In order to be credited back for any fees associated with the discarded product, the Agency will notify SHFBSW within two business days of receipt. (Second Harvest Foodbank 2017 Agency Membership Agreement, Section: Food Safety, Quality and Storage, #10)

In the event that an error has occurred that results in the delivery of food that a partner agency considers to be unfit for consumption, authorized staff/volunteers should immediately contact the Food Distribution Coordinator to report the issue: orders@shfbmadison.org, 608-216-7201.

Client Complaints

At times, Second Harvest may receive a call from a client regarding operations at a member agency. We have a responsibility to follow up on all complaints, concerns, or questions about an agency that receives food from us.

Each client complaint is documented on an Agency Issues Sheet. Foodbank staff will contact the agency in question regarding the nature of the complaint. The agency’s response will also be noted on the Agency Issues Sheet along with staff recommendations for follow-up. If the nature of the complaint is a serious violation of the Membership Agreement (e.g. selling food to clients), Foodbank staff may conduct an unannounced site inspection. A final record of the complaint and resolution will be included in the agency’s file.

2-1-1 Information and Referral Service

2-1-1 is a free service that connects people in need with human services. Simply by dialing 2-1-1 anywhere in our state, people are linked to information about local resources available from both government and nonprofit organizations. Agencies that are classified as Emergency Food Providers, such as pantries, soup kitchens and emergency transitional shelters, must be registered with the 2-1-1 agency that covers their service area in Wisconsin.
Membership Suspension and Termination Policy

We want to assist our agencies as much as possible to reach their service goals. However, we do reserve the right to suspend ordering privileges if an agency engages in an activity that violates the Membership Agreement. Therefore, it is very important that all agencies read and understand the Membership Agreement fully and keep a copy on file for reference.

Suspension

An agency may be temporarily suspended for the following reasons:

- Storing or preparing products in personal residences;
- Hazardous food storage practices including leaking or humid basements, rodent infestations, extremely outdated products;
- Unsanitary food preparation practices including defrosting meats on counters, staff/volunteers not wearing gloves or hair restraints (meal sites), etc.;
- Failure to agree or complete membership reviews;
- Failure to submit monthly reports for two consecutive months;
- Outstanding balance over 120 days past due and,
- Using donated product for fundraising events.

Once an agency is temporarily suspended, it will not be permitted to place orders with Second Harvest until the issue has been appropriately addressed. There may also be additional intervention (e.g. the agency may be mandated to attend an orientation session, receive a series of unannounced site visits, etc.).

Termination

Agencies that are found to be in gross violation of the agreement will be terminated (permanently restricted) from accessing Second Harvest membership. Offenses that constitute termination include:

- Charging clients for donated products;
- Selling donated product to the general public;
- Misuse of product;
- Transferring donated products to another location that has been undisclosed to Second Harvest, or unapproved distribution to another agency, municipality, state or country.

Grievance Policy

Agencies that disagree with a decision or determination regarding their membership status may file a formal grievance with Second Harvest. Agencies may submit a written grievance addressed to the Director of Partnerships and Programs, including the reason for the grievance, pertinent facts, and what the agency believes would be an acceptable solution to the problem. The Director will bring the grievance before those deemed necessary to determine an appropriate course of action. The agency will receive a written response from Second Harvest within ten working days of the decision. Agencies that find the resolution unacceptable may appeal to Second Harvest’s President/CEO.
ORDERING PROCESS
Placing Orders

All agency offers are placed on our **online system**, **AgencyExpress**, which is updated **every two minutes**. It gives you the flexibility to organize the shopping list according to quantity available, price, favorites, or shop one category at a time. Orders can be placed 24 hours a day, 365 days a year. Photos are available for most products to help clarify a product when its description is unclear. (This helps when Second Harvest is closed or unavailable to answer inventory questions.)

**For full details on how to use AgencyExpress, please see the training instructions found online by visiting our website at** [http://www.secondharvestmadison.org/partner-resources/place-an-order](http://www.secondharvestmadison.org/partner-resources/place-an-order).

Order Deadlines

The deadline for any order is 2pm, three business days prior to pick up or delivery. Please see the following order deadline schedule:

**To pick-up or receive delivery on:**
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

**Place your order by:**
- 2pm on the previous Wednesday
- 2pm on the previous Thursday
- 2pm on the previous Friday
- 2pm on the previous Monday
- 2pm on the previous Tuesday

If you missed your order window for delivery, please contact the Food Distribution Coordinator, immediately to see if other accommodations can be made: orders@shfbmadison.org, 608-216-7201.

Ordering According to Program Number

Feeding America requires Second Harvest to submit an annual report of all pounds distributed through our partner agencies by program. According to requirements set by Feeding America, each program within your agency must have its own program number. If your agency has only one program (a pantry, for example), then you would have been assigned just one program number. If your agency has a food pantry, soup kitchen, and shelter, your agency would have been assigned three different program numbers.

It is required that you order product for each separate program under the individual number assigned to that program. This enables us to report to Feeding America how many pounds were distributed to various types of hunger relief programs.
Order Pick-up Process

Pick-ups at Second Harvest’s Distribution Center may be scheduled (via AgencyExpress) five days a week: every 10 minutes from 8:30am-11:50am, M-F, and until 1:50pm on Wednesdays and Thursdays.

- Please arrive 10 minutes prior to your scheduled pick up time.
- Check in with the receptionist upon arrival. Let her/him know which agency’s order you are picking up and show your photo ID.
- All orders must be inspected, counted and signed for by the agency representative upon pick up. Please check your invoice carefully to ensure that it is accurate. Any items found to be damaged or unsafe must be reported to Second Harvest within 48 hours of receipt for your agency’s account to be credited.

Order Delivery Process

In order to be eligible for delivery, you must:

- Have a signed delivery agreement in place
- Set up your delivery date with the Food Distribution Coordinator BEFORE YOU SHOP – unless you have a standing delivery time
- Order a minimum of 500 pounds per order via AgencyExpress

A staff member from Second Harvest will call you the afternoon of the business day prior to your delivery day to inform you of your delivery time (a 1-hour window of time).

- An agency representative must meet the driver to accept the delivery. Orders cannot be left unattended at your agency.
- All orders must be signed for upon delivery. Orders should be inspected within 30 minutes after they are received to determine whether the food/product is fit for consumption/use. If not, the agency will immediately discard any unfit food/product and advise Second Harvest.
- Any discrepancies or damaged items must be reported to Second Harvest’s Food Distribution Coordinator within 48 hours of receipt for your agency’s account to be credited.
- Drivers cannot accept payment for your order.
- The driver must be able to park the truck and unload your order (e.g. parking lot is clear, snow is plowed, etc.).

If you receive delivery, your combined program orders must equal 500 pounds, and you will only be charged one delivery fee if they are delivered on the same day at the same time.

For questions regarding orders, pickups, or deliveries contact the Food Distribution Coordinator: orders@shfmadison.org, 608-216-7201.
Redistribution of Food

Product obtained by a Member Agency should be used and distributed at the Second Harvest-approved distribution site.

Second Harvest understands that there may be infrequent circumstances that lead to an over abundance of Second Harvest product at one particular agency. If this occurs, the partner agency must consult their Service Area Representative for guidance. It can be permissible for food from one Second Harvest-approved program to be redistributed to another Second Harvest-approved program.

An agency may not transfer product to another organization or program site, without written approval of Second Harvest’s Food Distribution Manager.

Planned Foodbank Closures

Second Harvest is closed on the following days during the year:

- New Year’s Day
- Martin Luther King Jr. Day
- Memorial Day
- Inventory Day (typically observed at the end of June)
- Independence Day
- Labor Day
- Thanksgiving
- Friday following Thanksgiving
- Christmas Eve
- Christmas
- New Year’s Eve Day
- Any holiday that falls on a Saturday or Sunday will be observed on the nearest Friday or Monday, as determined by SHFB.

Since these are planned closings, we will have blocked out these days in AgencyExpress, so that orders cannot be placed for pickup or delivery. If your agency picks up from Second Harvest, please schedule around these days. If your agency receives a delivery that occurs on one of these days, please connect with the Food Distribution Coordinator to reschedule.

If your delivery falls on a holiday, Second Harvest will make every attempt to reschedule the delivery within a timely manner.

Unplanned Closures

There are times when it is deemed unsafe for truck drivers to attempt a delivery and Second Harvest has to close (i.e. a winter storm). Should Second Harvest close due to unforeseen circumstances, we will contact you to reschedule your pick-up or delivery. The decision to close Second Harvest will be made no later than 5:30am the same day. Information pertaining to our closing can be obtained by dialing 608-223-9121. The automated attendant message will announce if we are closed.
FOOD SAFETY & STORAGE
Food Safety Guidelines

Food safety is important to all of us to ensure that our clients are protected from foodborne illness to the highest degree possible. Proper transportation, storage and handling is critical to maintain food safety. Because foodborne illness is a serious issue, Second Harvest Foodbank is committed to providing support and has resources available to partner agencies regarding food safety. **Agencies must abide by all food safety standards set by the National Restaurant Association and Feeding America as outlined in the ServSafe® Food Handler Guide for Foodbanking.** This training booklet is provided by Second Harvest to ensure that all key food handling volunteers and staff receive this particular food safety training. Key staff members include those who pick-up, transport, and/or distribute food donations and/or person(s) who supervise those activities. In the event of staff turnover, it is vital that training is provided as soon as possible to new personnel.

Food Safety Highlights

Agencies must follow these practices to ensure food safety:

1. Food must be stored, handled and distributed in a manner that prevents spoilage and other loss. Locks should be utilized where appropriate to prevent theft and tampering.
2. Maintain required food temperatures: dry (shelf-stable) food between 50° and 70°F; refrigerated food below 41°F; and, frozen food at 0°F or less.
3. Temperatures must be taken of each refrigeration unit and dry storage each day the agency is open and recorded in a log. The temperature logs will be checked at each Membership Review. A sample log can be found on the Second Harvest website.
4. Food must be off the floors on pallets or shelves which provide a six-inch floor clearance, a four-inch wall clearance and an 18 inch ceiling clearance.
5. Regularly check food for any signs of spoilage and maintain a schedule to clean public areas and areas used to store and distribute product.
6. Use storage areas that are free of uninsulated steam or hot water pipes, water heaters, refrigeration condensing units or other heat producing devices. Cleaning fluids, sweeping compounds, chemicals, etc., must not be stored in food storage areas.
Agencies that prepare, cook, and serve meals:
At least one meal supervisor with preparation, service, and clean up responsibilities per program must maintain current ServSafe Manager’s certification.

Second Harvest will monitor your agency no less than once every two years to verify compliance with these guidelines. Our goal is to work with you to uphold the highest food safety standards. To help achieve this, we highly encourage agencies to conduct self-assessments between monitoring visits.

**Food Dating**
Second Harvest ensures that the most stringent food safety standards are met by complying with all Federal, State and local regulations and statutes relating to the receiving, storing, shipping, processing and handling of food products. We take every precaution to ensure that the food we make available is safe to eat.

A great deal of food in the United States is discarded due to ongoing misunderstandings about food product dating. This is why Second Harvest places a large emphasis on educating partners about what dating on packaging actually means in regards to food safety. It is important to know the difference between “best by,” “use by,” and “sell by” dates and that they are not a food safety date.

We recommend the following as resources for determining the shelf life for shelf stable and refrigerated food:

- [Keep or Toss](http://fyi.uwex.edu/safehealthypantries), which can be found in UW Extension’s Safe and Healthy Food Pantries Project (http://fyi.uwex.edu/safehealthypantries).
- [The Foodkeeper App](https://www.foodsafety.gov/keep/foodkeeperapp/) is another more specific guide which was developed by the USDA’s Food Safety and Inspection Service, with Cornell University and the Food Marketing Institute.