



second harvest
HEARTLAND

Partner Agency Handbook

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Contact Us

Second Harvest Heartland - East

Main Office and Warehouse

1140 Gervais Avenue
Maplewood, MN 55109

Phone: 651.484.5117
Toll Free: 1.888.339.3663
Fax: 651.484.1064

Second Harvest Heartland- West

6325 Sandburg Road
Golden Valley, MN 55427

Phone: 651.209.7980
Fax: 612.789.0125

Feed My People Food Bank

2610 Alpine Road
Eau Claire, WI 54703

Phone: 715.835.9415

Main Website

2harvest.org

Agency Zone Website

<http://agencies.2harvest.org/>

To Place an Order

View the available inventory on the Agency Zone website. Place your order via email, phone or online with AgencyExpress.

Email: orders@2harvest.org
Phone: 651.209.7990

Welcome

Thank you for partnering with Second Harvest Heartland to help end hunger! Partnership with our organization provides your program access to a variety of quality donated food and non-food products through our Food Bank as well as access to other services through targeted programs. By utilizing Second Harvest Heartland's resources to the fullest extent, your agency will be able to stretch your donated dollars further while still offering clients a wide variety of food choices.

Receipt of donated food from Second Harvest Heartland requires that:

- you have a 501(c)(3) or your organization is a church.
- your programs serve primarily and predominately low income individuals or families.
- your program participants receive food at no charge.

If you have questions about your agreements with Second Harvest Heartland, please refer to the Agreement Statements in your Partner Agency Agreement.

About Second Harvest Heartland: Background

What is a Food Bank?

A food bank is a charitable organization that solicits, receives, inventories, and stores donated food and grocery products pursuant to grocery industry and appropriate regulatory standards. These products are distributed primarily to charitable human service agencies, which, in turn, provide the products directly to needy clients through various programs.

The concept of food banking began in the late 1960s in Phoenix, Arizona when a retired businessman volunteering at a local soup kitchen began soliciting donations of food products that might otherwise have gone to waste. He soon collected more than his soup kitchen could handle and began warehousing the product for use at other local charitable agencies. Decades later, food banks around the country recover billions of tons of consumable food that is mislabeled, cosmetically damaged/packaged imperfectly, discontinued, surplus, etc. that would otherwise be destroyed. These food banks are networked as members of the national organization, Feeding America.

What is Second Harvest Heartland?

Second Harvest Heartland is the Upper Midwest's largest member of Feeding America. Our food bank has hundreds of partnerships with growers, processors, manufacturers, wholesalers, and retailers on local, regional and national levels. Our organization operates a variety of programs designed to combat hunger through specific channels of distribution which move over 51 million pounds of food annually.

Second Harvest Heartland is not only a food bank, it is the region's largest hunger relief organization. We are the cornerstone of a network of charitable organizations that fight hunger and its related social problems. Second Harvest Heartland provides leadership through advocacy, public policy development and support of additional local and national organizations seeking solutions to hunger-related issues. Second Harvest Heartland is a United Way agency.

What is Feed My People?

Feed My People Food Bank is Second Harvest Heartland's partner in distributing food to 14 of our 18 Wisconsin Counties. Second Harvest Heartland delivers food to Feed My People and Feed My People makes the food available to partner agencies. The agencies order food from and report statistics to Feed My People.

About Second Harvest Heartland: Background

How Does Second Harvest Heartland Get Food?

Most of our product donations come from manufacturers and wholesalers in the food industry. Mislabeled, overproduced, test market and products with short open dates are examples of food coming to the warehouse for distribution. Individuals, groups and businesses donate food by organizing and contributing to food drives. In addition, Second Harvest Heartland purchases food with donated dollars that are commonly requested by our partners, but not regularly donated. USDA government commodities (TEFAP) are also available to our qualifying partner agencies.

How is Second Harvest Heartland Funded?

Agency payments represent about 7% of Second Harvest Heartland's cost of handling food. Individuals, families, civic and religious groups and schools all contribute dollars to Second Harvest Heartland. In addition, corporations and community foundations award grants for general operations or specific programs and initiatives. About one-third of our revenues come from partner agencies and the partial reimbursements received through handling and delivery fees.

About Second Harvest Heartland: Programs & Services

Food Bank Program

The core of Second Harvest Heartland, our Food Bank is constantly accepting and distributing donations of food and groceries.

Food Rescue Program

Recovers a variety of nutritious foods from Twin Cities-area retail businesses for community food shelves and meal programs.

Plant a Row

Private gardeners plant an extra row in their gardens for purposes of donation.

Apple Gleaning

Volunteers and participating Minnesota Orchards glean as many nutritious apples as possible before the winter freeze and deliver them to the hungry families, children and seniors through partner agencies.

Supplemental Nutrition Assistance Program (SNAP)

The SNAP Outreach team assists clients with navigating the application process to receive SNAP (Food Stamp) benefits.

Commodity Supplemental Food Program (CSFP)

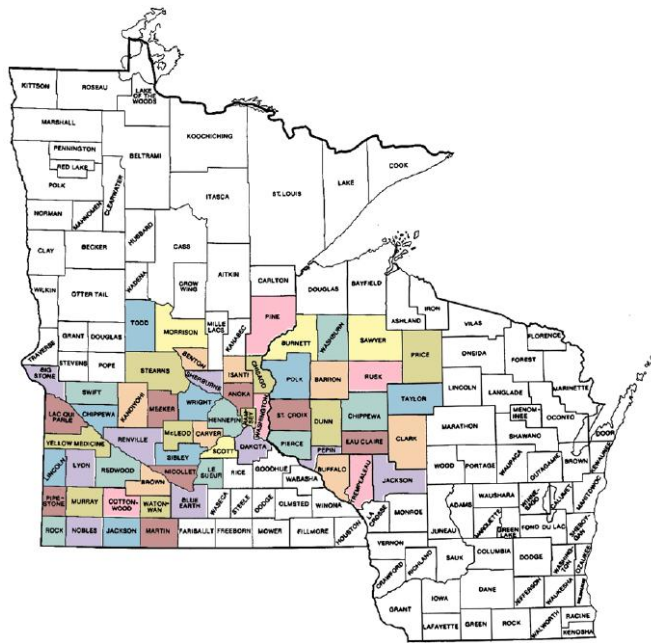
Provides a 35-pound box of nutritious food each month to income-eligible women who are 6-12 months post-partum, who are not breastfeeding and who are not served by WIC, and children between the ages of five and six through the Mothers and Children Program (MAC) and to low income seniors 60 years and older through the Nutrition Assistance Program for Seniors (NAPS).

Minnesota Hunger 101[®]

Minnesota Hunger 101 is a single-session group simulation that can be conducted as a standalone workshop or incorporated into a ½ day or day-long workshop based on factual information about hunger in Minnesota.

About Second Harvest Heartland: Service Area

Our Service Area



Second Harvest Heartland and Feed My People directly supports non-profit agencies that provide food and support to low income, needy individuals in the following 59 MN and WI counties:

Minnesota: Anoka, Benton, Big Stone, Blue Earth, Brown, Carver, Chippewa, Chisago, Cottonwood, Dakota, Hennepin, Isanti, Jackson, Kandiyohi, Lac Qui Parle, Le Sueur, Lincoln, Lyon, Martin, McLeod, Meeker, Morrison, Murray, Nicollet, Nobles, Pine, Pipestone, Ramsey, Redwood, Renville, Rock, Scott, Sherburne, Sibley, Stearns, Swift, Todd, Washington, Watonwan, Wright and Yellow Medicine.

Wisconsin: Barron, Buffalo, Burnett, Chippewa, Clark, Dunn, Eau Claire, Jackson, Pepin, Pierce, Polk, Price, Rusk, Sawyer, St. Croix, Taylor, Trempealeau and Washburn.

About Second Harvest Heartland: Closed for the Holidays

Closed for holidays

All Second Harvest Heartland facilities and programs are closed on the following holidays:

New Year's Day

Presidents Day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving

Day after Thanksgiving

Christmas Eve

Christmas Day

If the holiday falls on a Saturday, facilities will be closed the Friday before.
If the holiday falls on a Sunday, facilities will be closed the following Monday.

Our Partners

Partner Agencies

Second Harvest Heartland serves emergency food providers such as food shelves, soup kitchens and shelters as well as agencies that serve food to a low income, needy population as a supplement to their programming. These agencies vary from after school programs to group homes to rehabilitation facilities.

Although there are several requirements for partnership, all Second Harvest Heartland partner agencies must have 501(c)(3) nonprofit status with the IRS and cannot be a municipality or private foundation. At least 51% of a partner agency's clientele must be low income or in crisis. Clients cannot pay a fee or be solicited for donations for the food.

Feeding America

Feeding America distributes food and grocery products through a nationwide network of certified members. They also increase public awareness of domestic hunger on a national level, and advocate for policies that benefit America's hungry. Feeding America's current network of certified members includes more than 200 food banks and food rescue organizations across the United States and Puerto Rico. Second Harvest Heartland is one of Feeding America's largest certified members.

Regional Feeding America

Five Minnesota-based Feeding America food banks provide the framework for hunger relief in Minnesota and western Wisconsin. A sixth Feeding America food bank serves Clay County, Minnesota, and all of North Dakota. Minnesota's Second Harvest Food Banks include:

Second Harvest Heartland (Maplewood) and its subsidiary, Feed My People (Eau Claire, WI); Channel One Food Bank (Rochester); Second Harvest Northern Lakes Food Bank (Duluth); Second Harvest North Central Food Bank (Grand Rapids); North Country Food Bank (Crookston); and Great Plains Food Bank (Fargo, ND).

Our Partners

Minnesota Office of Economic Opportunity (OEO)

OEO was created in 1965 with federal support to assist local communities in battling poverty and administering anti-poverty programs. Operating within the Minnesota Department of Human Services, OEO links with a diverse array of partners including Community Action Agencies, Food and Shelter Programs, the Minnesota Community Action Association, the Minnesota Indian Affairs Council, the Minnesota Head Start Association, the Minnesota Coalition for the Homeless, the Minnesota WorkForce Center System and the Administration for Children and Families Region V. OEO distributes TEFAP commodities to the state of Minnesota through the Feeding America food banks with Hunger Solutions Minnesota acting as the administrative agent.

Minnesota FoodShare

Minnesota FoodShare is a statewide hunger program of the Minneapolis Council of Churches. It drives the annual March campaign which raises statewide donations of money and food at the food shelf level. Minnesota FoodShare also provides advocacy and nutrition education initiatives.

Hope For The City

Hope for the city is a privately funded, 501(c)3 relief organization that was established to fight poverty, hunger, and disease by utilizing corporate surplus.

Hunger Solutions Minnesota

Hunger Solutions Minnesota is a comprehensive hunger relief organization that works to end hunger in Minnesota. It was created to provide basic administrative and coordinating services required by both food banks and food shelves.

The Emergency Food Shelf Network

EFN is primarily a membership-based food purchase program that serves approximately 30 Hennepin County food shelves and some other agencies. EFN also administers the FARE For All Program.

Partner Agency Responsibilities: Contract

As partners, Second Harvest Heartland and your agency agree to adhere to certain standards and responsibilities. Second Harvest Heartland's standards and responsibilities to your agency are to provide safe food and quality customer service. We assure safe food by complying with various Federal, state, and local regulations and statutes and through regular audits by Feeding America and local Health officials. Quality customer service is provided through pleasant, professional and helpful staff, accurate orders, timely delivery/order distribution, and clear and accurate billing.

Your agency's responsibilities are to help us turn our inventory by ordering regularly and to your maximum ability and to follow the standards and obligations defined in your contract with Second Harvest Heartland. Each agency completes an initial contract (called an "application") with Second Harvest Heartland and is monitored by your Second Harvest Heartland Account Specialist at least once every two years . All relevant staff and volunteers at your agency must read and understand this document.

Authorized Programs

All storage, preparation and distribution locations must be authorized by Second Harvest Heartland. Products obtained from our organization can only be used within authorized programs in authorized locations. Requests for changes must be made in writing and can be made by emailing agencies@2harvest.org or sending a written request to Second Harvest Heartland's Agency Relations Department. New locations or programs must be pre-authorized! Please plan to notify us at least 2 months in advance.

Authorized Representatives

Please pay close attention to who your agency has authorized to place and pick up orders on your behalf. Unauthorized persons will not be allowed to conduct this business with Second Harvest Heartland. Requests for changes or additions must be made in writing and can be made by emailing agencies@2harvest.org or sending a written request to Second Harvest Heartland's Agency Relations Department. Because we cannot guarantee that changes will be made the same business day, we recommend keeping your authorized order and pick up/shopper list current to save the frustration of last minute changes that may delay the ordering or receiving process.

Partner Agency Responsibilities: Contract

Agency Alert

Blogs are posted by Second Harvest Heartland staff members and can be found on the home page of the Agency Zone webpage. Posts contain the latest and most relevant news including information about food recalls, holiday closings, and more. This is one of our primary methods of communicating with our partner agencies. It is your agency's responsibility to read our blogs and pass on necessary information to your staff/volunteers.

Billing

Agencies are never asked to pay any fees up front. All transactions are invoiced and billed, even shopping. A statement is sent within the first week of each month to the billing contact and address indicated on the agency contract. Invoice detail is sent along with the statement. Payment is due 30 days from the end of the month of the original invoice date. Agencies who have past due invoices may not be allowed to order any product until the past due invoices are paid.

Monthly Statistics

Monthly statistical reporting is required of your agency unless you have been expressly informed otherwise. This information helps Second Harvest Heartland raise and distribute funds, influence public policy, educate the public, track the success of the TEFAP and other programs and assess the efficacy of Second Harvest Heartland's mission. We recommend submitting statistical reports in the Agency Zone. Reports can also be faxed or mailed to Agency Relations. Reports are due by the 10th of the following month (e.g. January reports are due February 10th). Statistical reports are required every month and are not contingent on where your food comes from or the number of clients served. That is, report the information even if you did not always use products obtained from Second Harvest Heartland and even if the number of clients served for the given month is zero.

**Report by the 10th of following month (e.g. Jan due Feb 10th);
submit statistics online using our Agency Zone Website**

**To change contact information, submit request in writing
agencies@2harvest.org**

Partner Agency Responsibilities: Contract

Product Limitations

Sometimes products will be unavailable to your agency. Some common limitations include:

- potentially hazardous foods can only be distributed to food shelves, agencies with licensed kitchen facilities or agencies with written permission from their local health department.
- USDA commodities are only available to Minnesota emergency feeding organizations.
- donor requests that a product be restricted to certain types of agencies or agencies in a certain geographic area.
- Bulk product may be available only to onsite meal programs.

Site Visits

As an affiliate of Feeding America, we are required to conduct a site visit at each location storing, preparing and/or distributing products obtained from Second Harvest Heartland at least every 2 years. Site visits provide Second Harvest Heartland an opportunity to find out more about what your agency does, discuss current issues or concerns, and check for contractual compliance. Site visits may be scheduled or unannounced.

During the visit, a representative from Second Harvest Heartland will check for adequate and appropriate food storage and general cleanliness of building, storage, preparation and distribution areas. We will also check existing record keeping procedures and/or systems, evidence of pest control, and that documentation and licenses are current. Our representative will then sit down with you to assess your current needs and ways that Second Harvest Heartland might be of assistance to you. A typical site visit lasts about 60 minutes.

Partner Agency Responsibilities: TEFAP & State Funding Requirements

TEFAP and State Funding Requirements

The Emergency Food Assistance Program, TEFAP, is the program responsible for supplying the USDA commodities available on our inventory. These commodities are available to qualifying Minnesota agencies and come with some requirements by USDA. **All TEFAP eligible agencies in MN** must display an “And Justice for All” poster distributed by USDA. Posters can be obtained by contacting Agency Relations. TEFAP eligible agency must sign a yearly Minnesota TEFAP Site Distribution agreement and provide Civil Rights training to all staff and volunteers.

Food shelves in Minnesota receiving and distributing commodities are required by USDA to provide the following:

- *Grievance Procedure in place* - Your own grievance procedure may be developed or a template supplied by the state may be used.
- *ADA (Americans with Disabilities Act) Plan on file* - The ADA information provided by the Office of Economic Opportunity* meets minimal requirements.
- *Food Support Program (formerly Food Stamps) written information available to clients* - Pamphlets are available by contacting your local County Human Services Agency. Ask for pamphlet “DHS - 2814 - Eng”.
- *TEFAP Income Eligibility procedure in place* - Use the TEFAP Eligibility Form provided by the Office of Economic Opportunity or design your own form containing all of the same information.

Food shelves in MN receiving state food shelf funding are required to provide:

- *Voter Registration materials available to distribute* - Clients must have access to these materials at your food shelf. Materials are available from your local County Auditor’s Office.

Partner Agency Responsibilities: Warehouse Rules

Warehouse Rules

Please adhere to the following rules when picking up orders and/or shopping at our warehouses. They are in place for your safety, to ensure that all agencies receive quality, timely service and/or to comply with OSHA requirements.

- Please do not bring children with you. If you must bring children, please supervise them at all times and keep them in designated agency areas to ensure their safety.
- For your safety and the safety of our staff, please stay within designated agency areas unless given permission by warehouse personnel.
- Always wait to be helped by warehouse personnel.
- No eating, drinking or smoking in the warehouse.
- Please be considerate of other agencies by keeping your total visit to 30 minutes (shopping, order pick up, etc.). If you need more time, please request more than one time slot when placing your order.
- If you will be arriving earlier than your designated pick up time, please check in with warehouse personnel. If you intend on shopping please notify staff so they can get you a pallet.
- Everything needs to be weighed or counted for accuracy! Please do not leave until you have finished your transaction with warehouse personnel.
- Warehouse personnel will only release orders and allow shopping for people authorized by the agency to do so. Staff are required to verify identity and may ask for picture ID.
- All persons must wear a shirt and closed toe shoes when picking up orders or shopping in the warehouse.
- Agency representatives picking up orders must check that the order is accurate (and make changes if necessary) before signing the pick list. Signing the pick list is verification that the order was received as written.

Partner Agency Responsibilities: Non-Compliance

Non-Compliance

In the event that your agency violates your Second Harvest Heartland contract, probation, suspension or termination of our partnership may occur. Second Harvest Heartland solely determines all corrective action to be taken as well as whether significant and identifiable improvement has been shown. Second Harvest Heartland also reserves the right to supersede the order of disciplinary action depending upon the severity or frequency of infraction(s).

Written Warning: Non-compliance of any aspect of the partner agency's contract, its amendments or attachments will result in a written warning of the infraction(s).

Probation: A partner agency may be placed on probation by Second Harvest Heartland for non-compliance of any aspect of their contract, its amendments or attachments or for failure to heed a written warning. During probation, the partner agency will maintain their status as an active partner, but may be fully or partially restricted from certain privileges. Probation may last up to 1 year during which time Second Harvest Heartland will be available to assist the partner agency in formulating a plan of corrective action and provide technical assistance as needed. A partner agency will be notified in writing of the reasons and required corrective action of their probation no less than five (5) business days before the probation takes effect. If the partner agency does not accomplish significant and identifiable improvement of the problem area(s) by the end of the probationary period, Second Harvest Heartland may institute the suspension process. Second Harvest Heartland solely determines all corrective action to be taken as well as whether significant and identifiable improvement has been shown. Second Harvest Heartland also reserves the right to supersede the order of disciplinary action depending upon the severity or frequency of infraction(s). An agency may not appeal probation.

Suspension: A partner agency may be placed on suspension by Second Harvest Heartland for non-compliance of any aspect of their contract, its amendments or attachments or for failure to accomplish significant and identifiable improvement of problem area(s) by the end of their probationary period. Suspension will last no longer than 90 days during which time the agency will be placed on inactive status and all partner agency privileges will be withheld. During suspension, Second Harvest Heartland will be available to assist the partner agency in formulating a plan of corrective action and provide technical assistance as needed. A partner agency will be notified in writing of the reasons and required corrective action of their suspension no less than five (5) business days before the suspension takes effect. Suspension may be followed by probation if additional monitoring of the agency's improvements is warranted. If the partner agency does not accomplish significant and identifiable improvement of the problem area(s) by the end of the suspension period, Second Harvest Heartland may institute the termination process. Second Harvest Heartland solely determines all corrective action to be taken as well as whether significant and identifiable improvement has been shown. Second Harvest Heartland also reserves the right to supersede the order of disciplinary action depending upon the severity or frequency of infraction(s).

Partner Agency Responsibilities: Non-Compliance

Termination: A partner agency may be terminated for non-compliance of any aspect of their contract, its amendments or attachments or failure to accomplish significant and identifiable improvement of problem area(s) by the end of their suspension period. Second Harvest Heartland solely determines all corrective action to be taken as well as whether significant and identifiable improvement has been shown. Second Harvest Heartland also reserves the right to supersede the order of disciplinary action depending upon the severity or frequency of infraction(s).

Appeals: The partner agency may appeal their suspension or termination in writing or in person to the Chief Operating Officer of Community Programs within thirty (30) days of receipt of notification. A determination on the appeal will be conveyed to the suspended/terminated agency in writing within ten (10) business days. This determination is final.

Partner Agency Responsibilities: Concerns & Complaints

Product Concerns

From time to time you may have questions or concerns about the quality of products you receive from Second Harvest Heartland. Perhaps the “best if used by” date has passed, maybe the product looks a little different from the norm or you’ve found that the cooking instructions are missing. In these situations we ask that you don’t call the donor, either directly or through their consumer hotline number. Donations are often given because the product doesn’t meet the donor’s normal specifications but they have determined that the product is still safe to consume. If you have a complaint or concern about product quality please contact Agency Relations. They will route your concern to the appropriate staff person for investigation and follow up.

Customer Service Concerns

Second Harvest Heartland provides quality customer service through pleasant, professional and helpful staff, accurate orders, timely delivery/order distribution, and clear and accurate billing. If you have a complaint or concern about our customer service please contact Agency Relations. They will route your concern to the appropriate staff person for investigation and follow up.

Second Harvest Heartland Staff Concerns

The following procedure will be used to address concerns/complaints of agency partners regarding Second Harvest Heartland staff:

1. If a problem develops, the individual and staff person together should informally attempt to resolve the problem, preferably in writing, within a reasonable amount of time but no more than thirty (30) days after the alleged occurrence.
2. If this proves unsuccessful, the individual should submit his or her complaint in writing to the immediate supervisor. The immediate supervisor must respond in writing to the individual within ten (10) working days. The immediate supervisor’s response is final.

To comply with ADA guidelines, Second Harvest Heartland personnel will remain available to assist any person who, due to special needs or limitations, is not able to follow any or all of the above steps in the Grievance Policy.

Alternative means for filing complaints, such as personal interview or a tape recording of the complaint, will be made available upon request.

Maximizing Second Harvest Heartland as a Resource

Second Harvest Heartland and your agency are partners in ending hunger. As partners, we each bring resources and responsibilities to the table. Second Harvest Heartland has the resources to acquire quantities and varieties of foods and other products that your agency would otherwise not have access to. Your agency has the resources to feed a low income, needy population in your community. We all have a fiduciary responsibility to our donors to use their generous contributions wisely.

You can maximize your resources by maximizing the use of our resources! Here are some tips to getting the most out of your partnership with Second Harvest Heartland:

Beauty is in the Eye of the Beholder

Some of the products you find at Second Harvest Heartland are the same products you'll find in your local grocery store. These products are popular and move in and out of our warehouse quickly. Sometimes the products available may be unusual, have non-standard packaging or may be dated near or even past the date printed on the package. All of these products are still good and wholesome. Remember, food banks were created to divert perfectly consumable food from the dumpster.

Educate Your staff, Staff/Volunteers and Clients About Open Dates and Package Defects

Unfortunately, some agencies pass up good food because of their and/or their clients' misconceptions about package dates and damage. Second Harvest Heartland closely follows manufacturer instructions and, if there are none, industry standards for how long to keep products past date. Please use the additional resources in this handbook to help ensure that these misconceptions don't keep you from maximizing the good foods available to you.

Product Lifespan

For general guidelines for product life, please see the Food Keeper brochure at: http://agencies.2harvest.org/resources/documents/food_keeper_brochure.pdf The USDA Fact Sheet at http://www.fsis.usda.gov/Fact_Sheets/Food_Product_Dating/index.asp, also provides important information about product dating.

Maximizing Second Harvest Heartland as a Resource

Be Creative!

Of course, we cannot meet all of your agency's food needs. However, the agencies that are the most successful at maximizing our resources are those that are willing to order new and unusual products and be flexible with their menus or package contents.

Agencies Distributing to Other Agencies

Agencies, regardless of method of how they receive the donated product (i.e. directly from the member, through the store donation pick-up program, excess mobile pantry product, etc) may only distribute donated products to clients. Agencies *may not* distribute donated products to other food bank agencies, non-food bank member agencies, organizations or business entities.

Clients Accessing Product Who Also Provide Volunteer Services

Volunteers assisting with product distribution, who meet agency client eligibility criteria, may receive donated product. Implementation of this practice **requires** the following:

- A) The distribution of products is handled in exactly the same manner for all other eligible individuals and either directly or incidentally for the care of the ill, needy, or infants.
- B) Individuals receiving donated product through this distribution mechanism *cannot* be required to provide volunteer assistance in exchange for donated product.
- C) Individuals cannot be given donated product as a "thank you" for their service.
- D) Volunteers are not allowed to "cherry pick" product.
- E) Strict adherence to a set of written procedures defining these requirements is necessary.

Getting Food from Second Harvest Heartland: Inventory and Ordering

Inventory List

Because the vast majority of our products are donated, we do not have the luxury of guaranteeing a product will be available in a particular size or quantity. Check the most recent inventory list before you place your order to cut down on the frustration of unavailable items. An inventory list can be accessed in the Agency Zone or through our fax on demand system by dialing 651-484-1064 from your fax machine and following the voice prompts. We strongly recommend web or fax options because they are updated daily.

Ordering

Agencies order most products from Second Harvest Heartland in case lots unless otherwise indicated. For your convenience, there are several options for placing and receiving orders:

Ordering by Email

Order Hours: Anytime
Email Address: orders@2harvest.org

Ordering by Fax

Order Hours: Anytime
Fax Number: 651-484-1064

Ordering by Phone

Order Hours: Monday-Thursday from 8:00am-2:30pm and Friday 8:00am-12:00pm
Phone Number: 651-209-7990 or toll free 1-888-339-3663

Ordering Online

Order Hours: Anytime
Online ordering in AgencyExpress is available to all agencies and provides the convenience of real time inventory 24 hours a day, 7 days a week, 365 days a year! You will need to register an account in the Agency Zone before you begin ordering online.

Information to include:

- * Agency Name
- * Account number (begins with "P")
- * Item number from inventory list
- * Quantity of each item
- * Do you want delivery or will you pickup?
- * What is your preferred day and time?
- * Where you can be reached

Getting Food from Second Harvest Heartland: Placing an Order

When to Place an Order

Order Receipt Location	When to Place Orders
Pick Up at Maplewood Warehouse	2 to 3 days ahead
Pick Up at Service Center	2 to 3 days ahead
Metro Delivery	2 to 3 days ahead
Out-State Delivery	Two week window (see ordering calendar in Agency Zone)

Shopping

Some products cannot be added to inventory, such as fresh produce, close or past dated dairy products or “odds-n-ends” in small quantities. These products are available at each of our warehouses. Agencies may shop for and take these products on-site. Handling fees apply.

Shopping is available anytime during open warehouse hours and an appointment is not required. Agencies wishing to shop during their scheduled order pick up time are welcome to do so. If shopping during a scheduled pickup time, please limit your shopping to 30 minutes.

Getting Food from Second Harvest Heartland: Pick up and Delivery

Order Pick Up or Delivery

With each order placed, your agency has the option of picking up at either of our two warehouses or having the order delivered to any of our delivery locations.

Please note: There is a 250# minimum for having an order delivered to your location.

Order Pick Up Location	Pick Up Times
Maplewood Warehouse	Monday: Every 30 minutes from 11:30am-3:00pm Tuesday-Friday: 7:30am-3:00pm
Service Center	Monday-Friday: Every 20 minutes from 8:40am-12:00pm/1:00-4:00pm

Order Delivery Location	Pick Up Times
Metro Delivery	Weekly - See schedule in Agency Zone
Greater Minnesota	Monthly - See schedule in Agency Zone

Getting Food from Second Harvest Heartland: Fees

Fees

The continual maintenance of a professional, quality food distribution organization costs money and handling and delivery fees help to defray a portion of these costs. Food banks pay rent or a mortgage for the warehouse; cover building utility and maintenance costs; staff and equip the warehouse; operate large freezers and coolers, and transport food, in their owned or leased trucks, to the food bank and to partner agencies. Fees help to pay a nominal amount of these operating expenses, less than half the actual cost. Food banks cover the rest of their expenses with donations from corporate and foundation grants, special events, and individual contributions. Handling and delivery fees enable a community to operate one food distribution system, thereby saving individual charities the high cost of storage, personnel, and transportation, which would be required to receive large food and grocery donations directly. These economies of scale allow for the most efficient and effective use of both food and financial donations.

Handling and delivery fees are charged to partner agencies on a per pound basis for items received. The clients receiving the items are never charged for the food. IRS rule 170(e)(3) states that such a system is permitted if charges are not passed along to individuals and the fee is not based on the value of the product. Goodwill Industries, The Salvation Army, and other national charities also utilize such a fee structure.

Service	Fee	Minimum	Maximum
Handling	\$0.00 to \$0.12 per pound		
Delivery Fees	\$0.02 per pound	\$15	\$60

Food Safety

What is Foodborne Illness?

Foodborne illness refers to illness/disease that is carried or transmitted to people by food. Pathogenic microorganisms, toxic chemical compounds and hard foreign objects in food cause foodborne illness and injury.

Who Can Get Sick?

Anyone can get sick from eating contaminated and improperly handled foods. However, many people receiving food from our partner agencies are often at higher risk of foodborne illness and, because of their more vulnerable state, can experience more severe effects. Undernourishment, stress, and illness compromise the immune system and make people more vulnerable to foodborne pathogens. Young children, pregnant women and the elderly are also at higher risk. Foodborne illness can cause various problems including diarrhea, vomiting, headache, fever, dehydration as well as long-term illness/disease and even death.

Who is Responsible for Knowing About Foodborne Illness, Its Causes and Preventions?

Key Second Harvest Heartland staff members are Certified Food Managers and are therefore familiar with Hazard Analysis and Critical Control Points (HACCP). HACCP is a method used to analyze and control production and storage of food to prevent foodborne illness/disease and injury. All staff directly handling food are trained.

Key staff/volunteers at your agency are also responsible for knowing about the causes and prevention of foodborne illness.

The people least likely to know about foodborne illness and food safety will be your clients. Therefore, it is up to all of us to be aware of potential hazards and how to avoid them in order to keep clients safe.

Food Safety

How do People Get Sick?

People get sick when they consume food containing harmful substances or microorganisms. The three types of hazards causing foodborne illness or injury are as follows:

- **Biological Hazards** that include pathogenic (disease-causing) microorganisms (bacteria, molds, viruses and parasites). Recent government publications now recognize that Noroviruses are the leading cause of foodborne illness. Pathogenic bacteria and parasites also cause many illnesses/diseases and must be controlled.
- **Chemical Hazards** include pesticides, cleaning supplies and improper use of food additives and preservatives.
- **Physical hazards** include foreign matter such as small stones, insects, rodent droppings, broken glass, hair, jewelry and other objects that accidentally get into food.

Microorganisms in Food

There are useful as well as harmful microorganisms in food. Useful microorganisms are used to produce food products such as bread, cheese, wine, and soy sauce. Harmful microorganisms are those that cause spoilage in food products and pathogenic microorganisms that cause illness and disease.

Food Spoilage Microorganisms

Growth of food spoilage microorganisms (yeast, mold, and bacteria) in food changes the food's appearance, flavor, odor, and texture thus making it undesirable to consume. Microorganisms causing food spoilage are usually not responsible for foodborne illness and actually inhibit or halt the growth of many pathogenic bacteria.

Pathogenic Microorganisms

Some bacteria, viruses, molds and parasites are pathogenic and cause illness/disease. In most instances, the presence of these pathogens in food have no effect on its odor, taste, or appearance. Many people even say that the roast beef, tuna salad, or other food that made them ill was the best they ever tasted.

Food Safety

Bacteria

Bacteria are single-cell organisms that cannot be seen in food but can be seen under a microscope. Given the right conditions these cells multiply rapidly and can quickly reach a sufficient number that will make people sick. Vegetative (active, growing) cells of bacteria are killed by heating to sufficiently high temperatures for a specified amount of time (called “pasteurization” or “time-temperature pasteurization”). Some bacteria (e.g. bacilli) are capable of forming thick walled protective structures called “spores” which can withstand high heat, freezing temperatures and even some sanitizing solutions. Hence, these bacterial spores survive when environmental conditions around the vegetative cell become poor. Spores are capable of forming vegetative cells when favorable growth conditions occur. Favorable growth conditions for bacteria are as follows (a helpful acronym is “FAT TOM”):

Food: Bacteria need a source of food to survive and proliferate. They particularly like foods high in protein. However, some bacterial pathogens can survive and multiply on tomatoes, melons, and lettuce.

Acidity: Most potentially hazardous foods have neutral to slightly acidic pH. Highly acidic foods (e.g. lemon juice) do not allow growth of harmful bacteria but do permit growth of yeast and mold.

Temperature: Pathogenic bacteria grow between 30° F to 125° F (-1.1° C to 51.7° C). Most rapid bacterial growth occurs between 80° F to 115° F (26.7° C to 46.1° C).

Time: When conditions are extremely favorable (e.g. at 95°F to 105°F [35°C to 40.6°C]), bacteria double in number about every 15 to 20 minutes. Therefore, all potentially hazardous foods should be kept out of, or passed through this temperature zone as quickly as possible. The FDA Food Code recommends that if potentially hazardous foods are left in a temperature zone between 41°F to 140°F, the “Danger Zone”, for a total of four hours or more, they should be discarded.

Oxygen: Some bacteria require oxygen to grow (aerobic conditions). Some bacteria are facultative and can grow with or without oxygen. A few kinds of bacteria such as Clostridia are strict anaerobes and grow only in the absence of air (anaerobic conditions) as occurs in canned food.

Moisture: Bacteria need a certain amount of water to grow and survive. Removing or reducing the amount of water that is available for bacterial growth through dehydrating, freeze drying, or adding sugar or salt to food can slow bacterial growth or stop growth entirely. Dry foods such as flour, dry cereals, rice, and dried beans are shelf-stable because of low moisture content. However, when dry foods such as rice and beans are cooked, water is added. Thus, these foods become potentially hazardous.

Food Safety

Viruses

Viruses are much smaller than bacteria. They are too small to be seen with a light microscope but can be seen with an electron microscope. Virus particles contain a nucleic acid (either DNA or RNA, which is genetic information), and a protein coat. Viruses are not complete cells and do not multiply in food. Viruses must use compounds from living cells of the host (human or animal) to multiply. Viruses that include Noroviruses, Hepatitis A virus and Rotoviruses are transferred to food when food handlers do not use good personal hygiene and do not wash their hands after using the toilet. Noroviruses are now known to be the cause of the largest number of foodborne illness cases in the United States.

Molds (Fungi)

Mold colonies are visible as fuzzy growths on food. Most molds simply cause food spoilage and are not harmful. However, some molds produce toxins that can cause illness, allergic reactions or infections. Molds grow on almost any food, even highly acidic foods, and are usually a sign of poor sanitation, poor refrigeration and/or over-extended shelf life. Moldy food should be discarded promptly so that it does not contaminate other food causing it to spoil (become moldy).

Parasites

Parasites are larger than bacteria and some can be seen without a microscope. Parasites cause illness when they infect and grow in living tissue. Parasites such as larvae and worms that may be present in beef, pork and fish can be killed by freezing (below 0°F for 5 days or more) or by cooking (heating to 140°F for a sufficient amount of time). *Trichinella spiralis*, a small, round worm found in pork and meat from certain other game animals is a parasite.

Food Safety

What are Potentially Hazardous Foods?

"Potentially hazardous food" is defined by the FDA as any food that is natural or synthetic and that requires temperature control because it is in a form capable of supporting:

- (i) The rapid and progressive growth of infectious or toxigenic microorganisms;
- (ii) The growth and toxin production of *Clostridium botulinum*; or
- (iii) In raw shell eggs, the growth of *Salmonella enteritidis*.

Potentially Hazardous Foods

Unpasteurized juice, milk and milk products

Shell eggs (raw)

Meats (beef, pork, lamb)

Poultry

Fish, shellfish and edible crustaceans (shrimp, lobster, crab)

Soy-protein foods (tofu, etc.)

Garlic-and-oil mixtures

Cooked rice, beans, potatoes or other heat treated plant foods

Raw, seed sprouts, cut melons and cut tomatoes

Food Safety

Types of Foodborne Illness

Food infection results from eating food containing live pathogenic bacteria, viruses, or parasites that multiply in the body. The source of these infective microorganisms is the feces of humans or animals. Infective microorganisms are transferred to food when inadequate sanitation and hygiene procedures are used to grow, produce and/or handle food. Foods contaminated with vegetative (live) pathogenic microorganisms that produce foodborne infection can usually be killed through time-temperature pasteurization. *Salmonella*, *Listeria monocytogenes* and *Campylobacter jejuni* cause bacterial food infections. Hepatitis A and Noroviruses cause viral food infections. Trichinae and Giardia cause parasitic infections.

Food intoxication is caused by eating food that contains toxins (waste products) that are produced when some bacteria multiply in food. When these toxins are present in the food, they are not inactivated by ordinary reheating of foods to 165°F (74°C). The only control is to prevent multiplication of these microorganisms in the food by proper methods of preservation, production, cooling, storage and handling. The growth of *Staphylococcus aureus*, *Clostridium botulinum* and *Bacillus cereus* in food can cause foodborne illness due to food intoxication.

Food poisoning is illness that results from eating a substance that the body cannot detoxify. Nothing can be done to remove this kind of contamination from food. Cleaning chemicals and pesticides are poisonous compounds and must be locked up and kept separate from food supplies so that they cannot be mistaken for food or food ingredients.

Food Safety

Some Specific Foodborne Illnesses

Bacillus cereus Gastroenteritis

Bacillus cereus is a spore forming organism that grows in the absence of oxygen (anaerobic conditions). It is present in the soil and often found in milk, grains, flour, starch (particularly rice) and other cereal products. Use proper time and temperature controls to inhibit excessive multiplication of this bacterial pathogen in food.

Botulism

The growth of *Clostridium botulinum* spp. in food produces an extremely deadly neurotoxin. This bacteria is naturally found in soil and in water and sludge near large bodies of water (oceans, lakes). *C. botulinum* spp. form spores which are more heat resistant than the vegetative cells. *C. botulinum* multiplies in the absence of oxygen (anaerobic conditions) and has been found in improperly canned low-acid foods, garlic-in-oil products, grilled sautéed onions in butter and improperly cooled baked potatoes never removed from foil or plastic wrap, and dried fish and smoked fish products.

Do not distribute home canned foods and throw out any commercially canned products with bulging lids. Any prepared food products that have received a light heat treatment and are labeled "keep refrigerated" and perishable fish items such as smoked fish products must be stored at 37°F (2.8°C) or below. (If these items are received unrefrigerated or the history of the items is unknown, they should be discarded.) Fresh vegetables such as mushrooms and packaged fresh vegetables must be packaged in containers or bags which allow air (oxygen) to enter the packages when they are stored at temperatures of 50°F (10°C) or above.

Caution people to not feed honey to children under 1 year of age. (Honey may contain spores of *C. botulinum* that can germinate and grow in the intestinal tract of young children and produce a fatal neurotoxin. In very young children, honey may cause infant botulism, which may be associated with SIDS.

Food Safety

Campylobacteriosis

Campylobacteriosis, caused by the bacterial pathogen *Campylobacter jejuni*, is a foodborne infection that is commonly found in the intestinal tract of poultry, cattle, sheep, swine and rodents and can be carried by infected household pets. To prevent enteritis caused by *Campylobacter jejuni*: use adequate time and temperature controls to destroy this pathogen when raw poultry and meat products are cooked, thoroughly wash raw fruits and vegetables and avoid cross-contamination between raw poultry and meat products and ready-to-eat foods, wash and sanitize equipment and wash hands thoroughly after raw products are handled.

Clostridium perfringens Enteritis

Like *C. botulinum*, *Clostridium perfringens* produces spores and is common in soil. *C. perfringens* foodborne illness outbreaks result when this microorganism is allowed to multiply to large numbers in food (usually meat and poultry products) during slow cooking, inadequate cooling and improper hot holding.

To prevent *C. perfringens* enteritis, use cooking methods that ensure that food products, particularly large roasts, poultry items, and high protein casseroles, pass a center temperature between 40°F to 130°F in 6 hours or less. Continuously cool food products from 140°F to 41°F or less in 6 hours. Hold hot protein items above 140°F (60°C). Good personal hygiene and proper hand washing are also important.

E. coli O157:H7 Enteritis

Many strains of *Escherichia coli* are harmless and are even needed within our intestinal tract. *E. coli* O157:H7, however, is pathogenic and is often associated with consumption of inadequately cooked ground beef. Other raw meats, raw fruits and vegetables and unpasteurized milk and juice products can also be contaminated. To prevent enteritis caused by *E. coli* O157:H7: use adequate time and temperature controls to destroy this pathogen when raw ground meat products are cooked, use pasteurized juice and dairy products, thoroughly wash raw fruits and vegetables, avoid cross-contamination between raw ground meat products and ready-to-eat foods, wash and sanitize equipment, and wash hands thoroughly after raw products are handled.

Food Safety

Hepatitis A

Hepatitis A is a viral infection. The Hepatitis A virus replicates itself in the human liver and is then shed in feces, urine and blood. Hepatitis A is passed to other people by improper hand washing and personal hygiene and/or by eating seafood taken from waters contaminated with raw sewage. To prevent Hepatitis A infection: use adequate time and temperature controls to destroy this pathogen when food is cooked, wash fruits and vegetables thoroughly, wash and sanitize equipment, and wash hands thoroughly after using the toilet.

Listeriosis

Listeria monocytogens is a bacterial pathogen that may be found in the intestinal tract of humans, animals and birds, and in plant matter and soil. Illness cases have been traced to consumption of unpasteurized milk and dairy products and contaminated ready-to-eat foods such as deli meats and salads. To prevent Listeriosis: use adequate time and temperature controls to destroy this pathogen when food is cooked, use pasteurized milk and dairy products, wash fruits and vegetables thoroughly, wash and sanitize equipment and wash hands thoroughly after raw products are handled. People at highest risk (immune-compromised individuals and pregnant women) should avoid eating uncooked vegetables and salads and unheated deli meats and frankfurters.

Norovirus Food Infection

Noroviruses or Norwalk-like viruses are small, round-structured viruses. A virus of this type was first isolated in 1972 in Norwalk, Ohio. Since that time, these viruses have been identified as a cause of gastroenteritis in many countries throughout the world and have been responsible for passenger illness on cruise ships. The annual estimated incidence of illnesses due to Noroviruses is over 9,000,000 cases. These viruses are thought to be responsible for more foodborne illnesses in the U.S. than any other bacterial, parasitic, or viral agents. *Noroviruses* do not multiply in food but may be acquired through direct contact with an ill person and/or carried by air, water, or uncooked food to a human in which the virus will multiply. Humans are the source of these viruses by way of fecal-oral transmission. To prevent outbreaks of Norovirus use good personal hygiene and wash hands thoroughly, using a fingernail brush to scrub hands and fingernails after using the toilet, thoroughly wash foods that are to be served uncooked (e.g., raw vegetables and fruits) in flowing water, using a safe water supply, and use clean, sanitized equipment to mix, serve and store food.

Food Safety

Salmonellosis

Salmonellosis is caused by *Salmonella spp.* of which there are over 2000 species. Salmonellosis is commonly contracted from poultry, meat and eggs as well as improperly washed salad vegetables and melons that have been exposed to contaminated water. Salmonellosis is a foodborne infection and can be avoided by storing and preparing food (particularly eggs and poultry products) at proper temperatures, double washing fruits and vegetables, and by washing and sanitizing equipment and washing hands thoroughly after handling raw products.

Staphylococcus

Staphylococcus aureus is commonly found in the throat and nose, on hair, in feces and on the skin of humans and animals. This pathogen grows well in meat, milk (including pasteurized milk), poultry, eggs and fish items and can tolerate high salt and sugar concentrations that other bacteria cannot. When large numbers of *S. aureus* are present and grow in food, toxins are produced. Consumption of foods containing these toxins causes illness. Vegetative cells of *S. aureus* are destroyed by most cooking methods. However, the toxins produced by the growth of *S. aureus* in food are heat stable and are not destroyed when products are boiled (212°F /100°C) for 25 minutes. The most effective way of preventing foodborne illness caused by *S. aureus* is to prevent its bacterial multiplication (growth) and subsequent toxin production in food. Wash hands well, keep food properly refrigerated and cool prepared foods rapidly to avoid excessive multiplication of the bacteria.

Food Safety

Keeping Food Safe: Clean, Separate, Chill, Cook

Clean

Wash hands often! According to Dr. O. Peter Snyder of the Hospitality Institute of Technology and Management, Inc., “without doing detailed microbiological testing, there is no way to know the safety of the food, unless the supplier will certify that it is safe. Therefore, we must assume that all food has sufficient contamination so that if one were to touch raw food and then touch ready-to-eat food, enough pathogens to make people ill would be transferred... When people feel well and have no symptoms of illness, they can still be colonized with pathogenic bacteria such as *Salmonella spp.* and be excreting millions of pathogens per gram in their feces and urine. Therefore, we must assume that everyone working with food has high levels of pathogens in their feces and urine and that the toilet paper was only partially effective.”

Wash hands to prevent transfer of pathogenic microorganisms:

Use the double hand wash method, particularly after using the toilet. The double hand wash method involves scrubbing and then rinsing your fingernails with a fingernail brush before moving to step 2.

Wash hands with clean, warm water and soap for at least 20 seconds (sing Happy Birthday twice). be sure to rub your wrists, between thumb and fingers, and under nails. Washing with soap loosens microorganisms from the skin and suspends them in the lather.

Rinse thoroughly to remove the microorganisms from your hands.

Dry hands thoroughly with clean paper towels. Wash hands after they have come in contact with any raw meat, poultry or fish before touching ready-to-eat food items.

Wash and sanitize equipment, utensils and surfaces, including shelving, often. First wash with warm detergent solution then rinse with hot water to remove microorganisms. To kill any remaining microorganisms, sanitize the surface (1 teaspoon of bleach per gallon of water is an effective “home-made” sanitizer) and allow the surface to air dry.

Food Safety

Separate

Prevent cross-contamination of pathogens from raw meat, poultry, and fish to food that will not receive further cooking (called “ready-to-eat” foods) by separating them in your refrigerator. Ready-to-eat foods should be stored covered, above raw items (particularly raw meat, poultry, and fish).

Chill

Keep thermometers in each refrigerator and freezer unit to ensure proper cold holding temperature. Thermometers should be placed in the door which is the warmest part of the unit.

Store leftovers in small, shallow containers less than 2 inches deep or in 1-gallon containers and cool (refrigerate) quickly to bring the food temperature down below 41° F within 6 hours.

Allow adequate cold air circulation by refraining from overcrowding your refrigerator and freezer. Do not cover shelves with aluminum foil.

Never defrost food at room temperature! Thaw food in the refrigerator, under cold running water, or in the microwave or conventional oven as a part of the cooking process (e.g. cook from the frozen state).

Transport food from Second Harvest Heartland in appropriate containers or vehicles. Refrigerated food should be kept below 41°F and frozen foods should be kept below 0° F during transport.



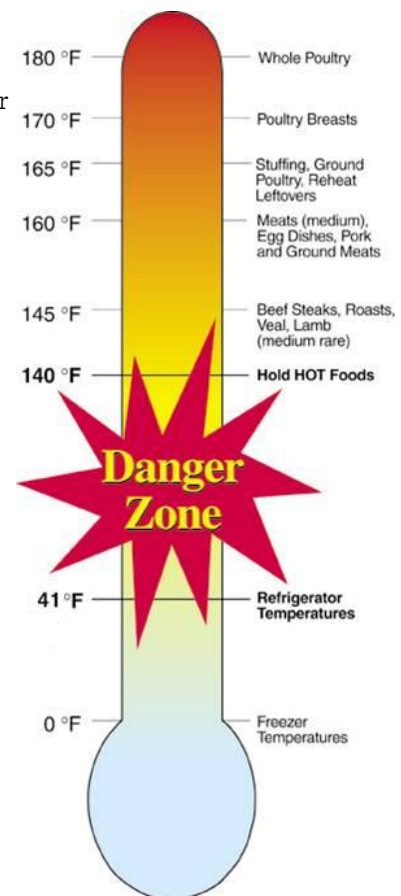
Food Safety

Cook

According to the USDA, one out of every four hamburgers turns brown in the middle *before* it has reached a safe internal temperature. Using a food thermometer is the only sure way of knowing if your food has reached a high enough temperature to destroy pathogenic bacteria.

Cook foods to the correct *center* temperature and hold for the correct amount of time needed to kill harmful bacteria:

- Steaks and chops can be cooked to 145° F for 15 seconds
- Ground meats must be cooked to 155° F for 15 seconds
- Poultry and dressing must be cooked to 165° F for 15 seconds
- Keep hot foods hot by holding at a temperature of 140° F or higher.
- Reheat foods to 165° F in less than 2 hours.



Food Safety

Safe Dry Storage

It is also important to store dry products properly.

- Store food on racks or pallets that keep it at least 6 inches off the floor, 4 inches away from the wall and 2 feet from the ceiling.
- Keep rooms and shelving clean and well-maintained.
- Keep shelving sealed from spills. Stainless steel shelves are ideal. Wooden shelves can be sealed with paint or polyurethane.
- Store toxic chemicals separately, preferably in another room.
- Keep dry storage areas free of pests like rodents and insects by either contracting with a pest control company or regularly inspecting storage areas yourself.
- Insulate any heat generating pipes or ducts.
- Keep dry storage areas well ventilated and at a temperature between 41°F and 70°F with a humidity level between 40-60%. Storing dry foods at higher temperatures or humidity levels may cause spoilage. For instance, yeast can activate above 70°F and grain or rice products may become “buggy”.

HACCP

A Hazard Analysis Critical Control Point (HACCP) food safety system helps you keep food safe. ***All agencies should assess Critical Control Points where food can become contaminated and develop practices to ensure safe food storage, preparation, distribution and transportation.*** Agencies preparing meals for clients are strongly recommended to attend a Food Manager Certification Course for more in depth training. Some agencies are required by their local Health Department to have a Certified Food Manager on staff.

If Someone Gets Sick

Keep the suspected food product, if possible, and contact your local Health Department. If the product came from Second Harvest Heartland, contact us as well.

Food Safety

Resources

Food Manager Certification Courses

- Hospitality Institute of Technology and Management, Inc., www.hi-tm.com, 651-646-7077
- ServSafe®, National Restaurant Association Educational Foundation, 1-800-765-2122. Courses are also available online at www.nraef.org. ServSafe Employee Handbook is available for \$5.

Other

U.S. Food and Drug Administration Center for Food Safety and Applied Nutrition, www.cfsan.fda.gov

U.S. Department of Agriculture Food Safety and Inspection Service, www.fsis.usda.gov

Employee Health and Personal Hygiene Handbook
<http://www.fda.gov/downloads/Food/FoodSafety/RetailFoodProtection/IndustryandRegulatoryAssistanceandTrainingResources/UCM194575.pdf>

Safe or Sorry Food Safety Program Minnesota Department of Health,
<http://www.health.state.mn.us/foodsafety/sos/index.html>

Centers for Disease Control and Prevention Division of Bacterial and Mycotic Diseases Food Safety Initiative, www.cdc.gov/foodsafety

Partnership for Food Safety Education Fight BAC!™ Campaign, www.fightbac.org

Safe or Sorry® Food Safety Program, Minnesota Department of Health, Environmental Health Division, www.health.state.mn.us, 651-215-0870.

References

Managing Food Hazards in Retail Food Operations (1908), Hospitality Institute of Technology and Management, Inc., 1999

ServSafe® Serving Safe Food Certification Coursebook, National Restaurant Association Educational Foundation, 1995

ServSafe® Employee Guide, National Restaurant Association Educational Foundation, 2001
HACCP: Seven Steps to Food Safety, North Dakota State University Extension - Department of Food and Nutrition

Pathogens vs. Spoilers

Pathogens

Pathogens are the microorganisms that make us sick. Unfortunately, when pathogenic microorganisms grow in food, they do not change the quality of that food. The infected food tastes, smells, and looks the same as when it is not infected. Since there is no way, except laboratory testing, that we can tell when food is contaminated, it is critical that we control microbial growth in prepared foods by using safe food handling procedures whenever we prepare, handle, serve, and store foods. Never taste suspected foods.

Spoilers

Spoilers are microorganisms that affect the quality of foods. Quality refers to the color, taste, smell or texture of a food. Quality does not refer to a food's safety. The quality changes act like warning signs that there can be microorganisms growing in the foods. It's time to throw the food out. Spoilers, in general, do not make us sick.

Pathogen	Spoiler
Illness	No illness
No quality changes	Quality changes
Pasteurization destroys most	Most remain active after pasteurization
Cannot survive in high acid foods	Grow in acidic conditions

Pasteurization

Pasteurization is a heat process that destroys most vegetative (active, growing) pathogens but has little effect on spoilage bacteria. Pasteurization sets up a "competitive inhibition" between the remaining pathogenic bacteria and the spoilage bacteria. Since there are more spoilage bacteria now present they overpower the few remaining pathogens. The spoilage bacteria stop or inhibit the pathogenic bacteria from growing. Competitive inhibition keeps a pasteurized product safe to consume because the pathogens are prevented from growing. It does not keep it from spoiling.

Pasteurization keeps such products as milk safe to drink. People often think that milk past its open date will make them sick, which is untrue. Pasteurized milk will spoil before it becomes unsafe to drink. The milk will first become bitter, the first sign that it is spoiling, and will then turn sour. Drinking bitter or sour milk will not hurt someone but the taste will deter them from consuming it. Bitter or sour milk is your sign to throw it out because its quality is deteriorating.

Pathogens vs. Spoilers

Examples of Spoilage

High Acid Foods

Pathogenic bacteria cannot grow in acid conditions but many spoiler microorganisms can. This is why high acid foods like canned fruits and their pasteurized juices, salad dressings, pickled foods and mustard can be safe to consume far beyond the open date on their containers.

Mayonnaise, in particular, is often blamed for causing foodborne illnesses because it contains eggs. However, commercial mayonnaise is sterilized during processing (note - this is not true of homemade mayonnaise). In addition, mayonnaise contains vinegar which makes it a high acid food and protects it against the growth of pathogenic microorganisms. Mayonnaise is safe to consume well past the open date on its container even after it's been opened and stored in the refrigerator. The separation you see in mayonnaise results from the separation of the oil component from the aqueous (water) component and can be easily remedied by stirring the two together.

Metal Containers

High acid canned foods have a shorter shelf life than low acid canned products because the acid in the food reacts with the metal in the can causing an off-flavor or color. This is called “chemical spoilage.” Even in this situation the product is still safe.

Oxidation

The oxidation of fat is another good example of chemical spoilage. When the fat in food is exposed to oxygen in the air, it decomposes into chemicals that give the product a rancid taste. Butter, margarine, and vegetable oils are good examples.

Other fat-containing products such as potato chips, snack chips, and some cereals can become rancid due to their fat contents. These products are still safe to eat long past their open date but may not taste as fresh.

Open Dating

"Open Dating" (use of a calendar date as opposed to a code) is a date stamped on a product's package to help the store determine how long to display the product for sale. It can also help the purchaser to know the time limit to purchase or use the product at its best quality. *It is not a safety date.*

Product dating is not required by the federal government. When dates are applied, generally by the manufacturer and occasionally by the store, they're stated in a variety of ways: You might see Nov. 25, 11-25, or 1125. The terms used are somewhat flexible, too, since there's no standard. Consumers often believe that food should be thrown away after the date has passed because the product is not safe to eat. In fact, these dates refer to food quality only, not safety. Unless improperly handled or stored, most foods are safe to eat beyond their open date. It is important to remember that people don't get sick from quality factors such as changes in color, flavor and texture (food spoilers).

As food ages its quality changes and often becomes undesirable. Food differs in its ability to retain the original quality. We refer to food that quickly loses quality as "perishable". These foods have a shelf life of days or weeks and may require refrigeration. Fresh fruits, vegetables, dairy products, meats and eggs are perishable foods. Non-perishable foods have a shelf life of months or even years. Hermetically sealed cans and glass jars, cereals, dry snack foods, dry pasta and dry rice are all shelf stable non-perishable foods.

Open Dating

Term	General Definition	Quality or Safety
Sell by Pull by	Indicates how long a product should be displayed for sale and allows a reasonable amount of time for storage and home use, even if purchased on	Quality Only
Use by/before Best if used by/before	The last date the product is likely to be at peak flavor and quality. One of these dates is often placed on foods such as cereal.	Quality Only
Pack/package date	The date the food - fresh meat, for example - was packed or processed.	Quality Only
Code Date	A series of letters, numbers or both used by the manufacturer to track foods across state lines and, if necessary, recall them.	N/A

What Do Can Codes Mean?

Cans must exhibit a packing code to enable tracking of the product in interstate commerce. This enables manufacturers to rotate their stock as well as to locate their products in the event of a recall.

These codes, which appear as a series of letters and/or numbers, might refer to the date or time of manufacture. They aren't meant for the consumer to interpret as "use-by" dates. There is no book which tells how to translate the codes into dates.

Cans may also display "open" or calendar dates. Usually these are "best if used by" dates for peak quality.

Food Safety and Inspection Service, United States Department of Agriculture, Consumer Education and Information, Updated June 2001

Damaged Product

Every affiliate of Feeding America must comply with all applicable Federal, state, and local regulations and statutes relating to the receiving, storing, shipping, processing and handling of food products. These standards include the Model Food Salvage Code, Model Food Code, Federal Food, Drug & Cosmetic Act, PL 75-717, Fair Packaging and Labeling Act, PL 89-755, and Code of Federal Regulations (The Current Good Manufacturing Practices for the Manufacturing, Processing, Packing or Holding of Human Food: Chapter 21, Section 110.1).

Second Harvest Heartland frequently receives products that have been damaged in some way. Along with the above mentioned regulations and statutes, Feeding America works with the FDA and AFDO (Association of Food and Drug Officials) to set standards for acceptable and unacceptable container defects. Second Harvest Heartland trains staff and volunteers handling defective containers in what to look for, when to discard, and when to keep a product. Package quality is spot checked, especially in our Product Recovery Center, and all cases packed in PRC are labeled with date and initials of the packer.

Although there are Federal standards for what is considered safe to distribute, assessing container defects is still somewhat subjective. If your agency receives defective containers from Second Harvest Heartland that you do not feel comply with the standards, please keep the product and notify us right away.

Damaged Product

Serious Can Defects



Dented at junction of side and end



Sharp dent or dent on seam



Swollen or bulging



Pitted rust or leaking

Cans with any of these defects may be unsafe.
Discard them!



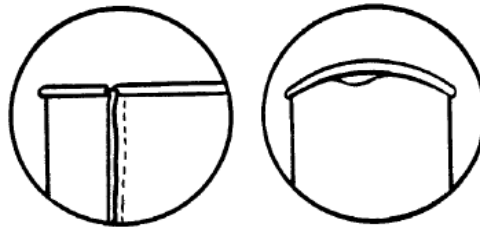
Purdue University
Cooperative Extension Service
School of Consumer & Family Sciences

Damaged Product

Guidelines for Evaluating Canned Food Containers

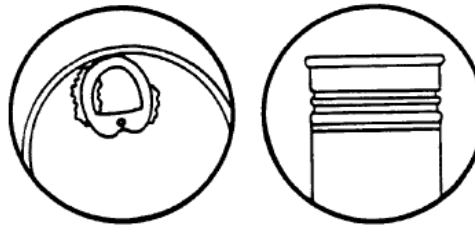
Discard Cans With:

Side seam incomplete, "blown out" or miswelded **1**



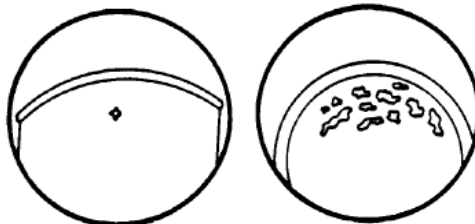
Cuts or misformed rims and loose tops **4**

Dirt under pull tab **2**



No label **5**

Pits or pinholes **3**



Rust that won't rub off **6**

IF IN DOUBT, THROW IT OUT

Adapted from materials developed by *Second Harvest* National Food Bank Network

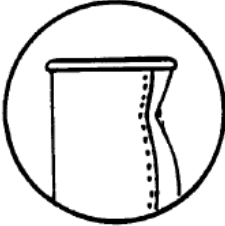
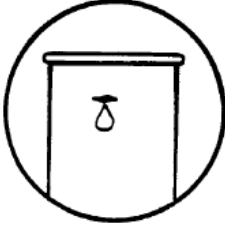
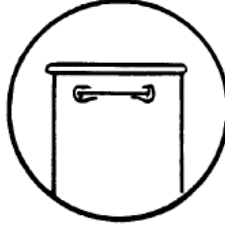
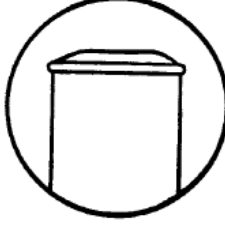
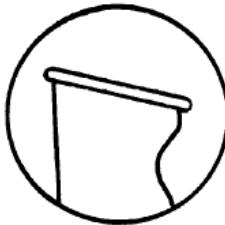

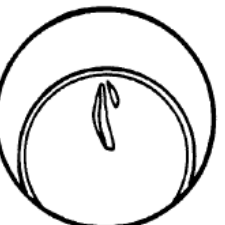
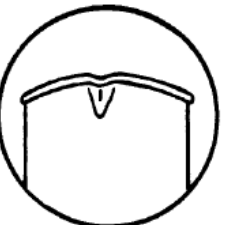


Purdue University Cooperative Extension Service

Damaged Product

Guidelines for Evaluating Canned Food Containers

Discard Cans With:

Severe dents on side seam	1			5 Leaks
Sharp dents parallel to rim	2			6 Bulges or puffed ends
Sharp dents in the sides that prevent stacking	3			7 Ends that give or flip and bulge on the other end when pushed
Buckled or pinched tops and bottoms	4			8 Severe dent on the rim, seams or bent rims

IF IN DOUBT, THROW IT OUT

Adapted from materials developed by *Second Harvest* National Food Bank Network



Purdue University Cooperative Extension Service

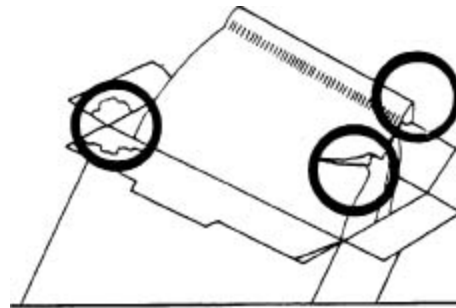
Damaged Product

Guidelines for Evaluating Boxed and Dry Packaged Containers

Boxes With Inner Bag

- 1) Look for contaminates on box
- 2) Look at inner bag and discard if it is:
 - * Torn, leaking or contaminated
 - * Has imperfect or leaking seals
 - * Has moldy or foreign objects inside

To save good inner bags of food from damaged box, place inner bag into plastic bag and insert label.

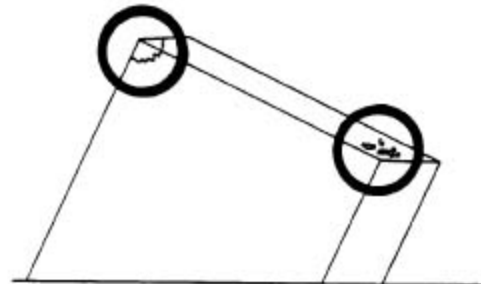


Boxes Without Inner Bag

- 1) Do not use if opened
- 2) Look for contaminates on box
- 3) Look for insects, insect skins, webs, chaff or moving pieces

If In Doubt, Throw It Out!

Adapted from materials developed by Second Harvest National Food Bank Network (now called America's Second Harvest)



Damaged Product

Serious Jar Defects



Inner seal or tamper resistant tape missing or broken.



Dirt under the rim.



Crooked lid, vacuum button raised, other evidence that cap has been opened.



Leaking, crack or chips, or product discolored.

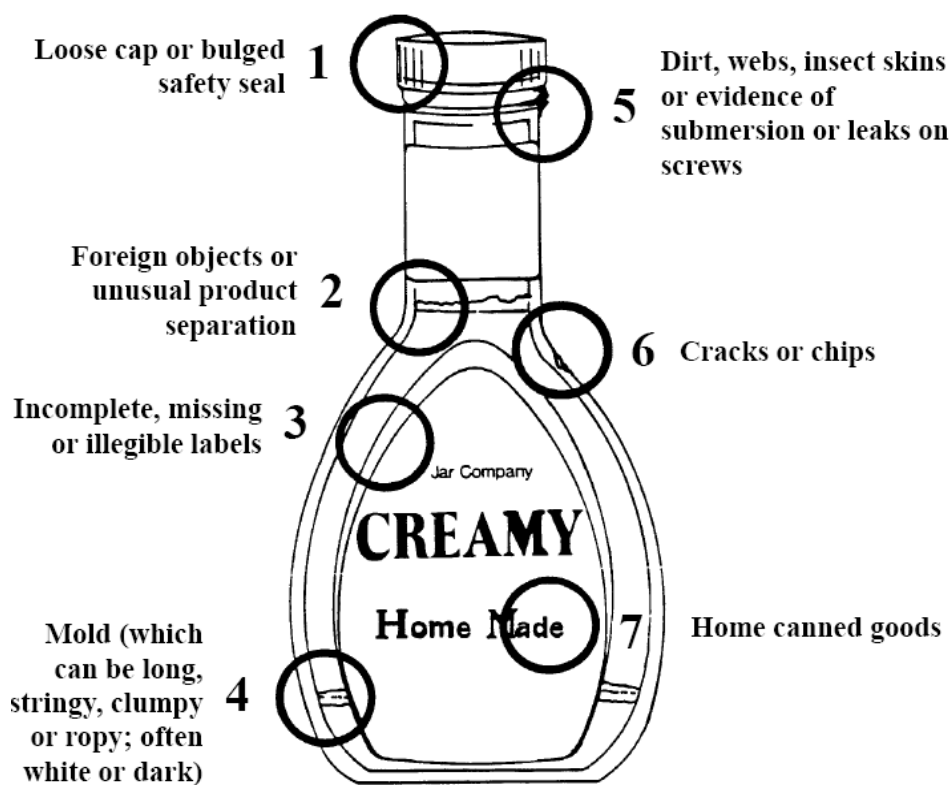


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Damaged Product

Guidelines for Evaluating Glass Food Containers

Discard Jars With:



IF IN DOUBT, THROW IT OUT

Adapted from materials developed by *Second Harvest* National Food Bank Network

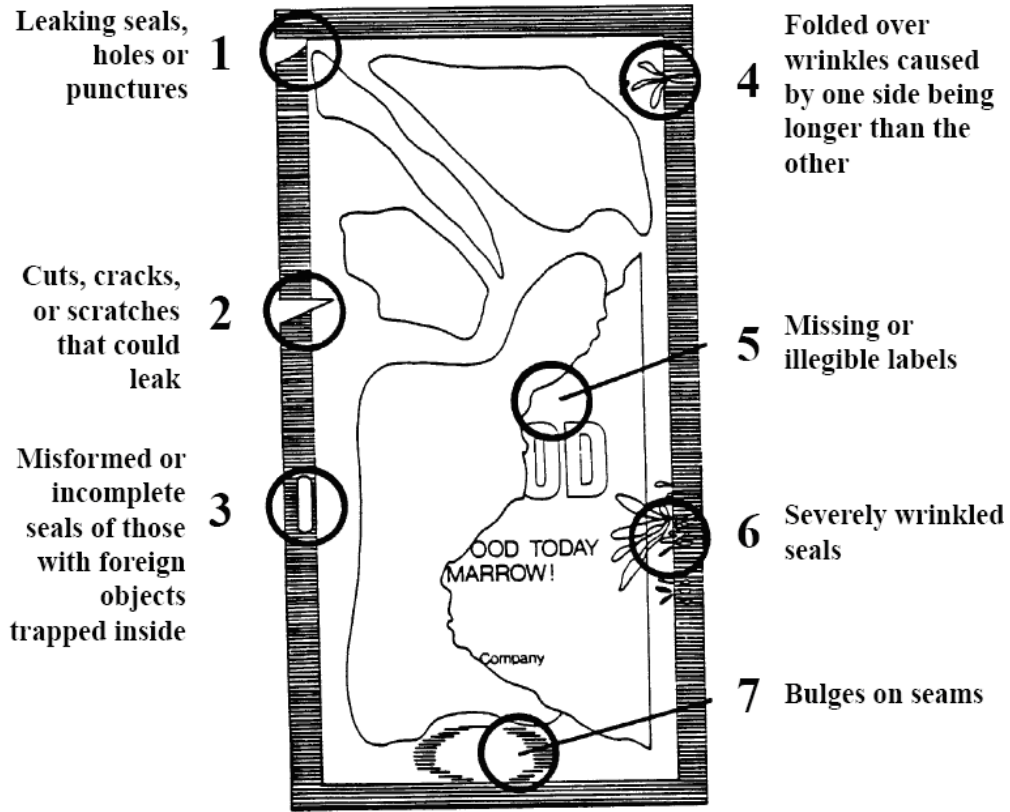


Purdue University Cooperative Extension Service

Damaged Product

Inspection of Retorted Pouches

Examine All Four Seals and
Discard Any Pouch With:



IF IN DOUBT, THROW IT OUT

Adapted from materials developed by *Second Harvest* National Food Bank Network



Purdue University Cooperative Extension Service

Glossary of Terms

170(e)(3): The U.S. Internal Revenue Code section explaining the tax deduction available to corporations for donations out of inventory. Generally, this deduction can be up to cost plus one half the mark-up. See 2/1/82, *Federal Register*, pp. 4508- 4513. America's Second Harvest affiliates handle donated goods in accordance with the provisions of Sec. 170(e)(3), as amplified by the Gray Area Task Force Report and the Feeding America Memorandum of Agreement.

501(c)(3): The U.S. Internal Revenue Code Section which defines a private not-for-profit corporation with charitable intent. Section 501(c) has several dozen subsections, but Section 170(e) (3) restricts the distribution of donated goods by affiliates to only those described under subsection 501(c)(3). Organizations must, by law, provide a copy of their 501(c)(3) letter when requested. Copies of your 501(c)(3) letter can be obtained by calling 1-877-829-5500.

Account Number: Unique number assigned to each agency. Begins with a "P". Some agencies have multiple account numbers. Also called "program number" or "agency number".

Agency Number: See "Account Number"

Agency Orientation: A 4 hour introduction to what Second Harvest Heartland is and how to utilize us as a resource. Basic food safety (Food Safety 1), code dating and defective packaging are also covered. Agency Orientation is required for new agencies before beginning partnership and for new primary contact people at existing agencies within 3 months after assignment. Agency Orientation is free.

Agency Zone: Section of Second Harvest Heartland's website, 2harvest.org, designed specifically for partner agencies. Agency Zone contains important documents, reporting capabilities, and resources.

Agency: See "Partner Agency".

Application: Initial contract submitted by agencies in order to become a partner of Second Harvest Heartland.

Brites: An unlabeled can. Brites must be labeled in accordance with FDA requirements before being distributed. Also called "shiners".

Glossary of Terms

Brown Bag Program: A partner agency that does not qualify as a food shelf but distributes groceries and other basic supplies for off-site use, usually for preparation in the client's residence. Brown Bag Programs usually target a certain population of people such as seniors or individuals with illness. The Brown Bag Program is a remnant of a now discontinued program called the Brown Bag Club. Second Harvest Heartland rarely approves new Brown Bag Programs.

CACFP (Child and Adult Care Food Program): A federal program that provides meals and snacks to children in public or private nonprofit child care centers and Head Start programs, and to adults in nonresidential adult day care centers. CACFP also provides meals to children residing in homeless shelters, as well as snacks and suppers through after school care programs.

Code of Federal Regulations: Chapter 21, Section 110.1 The Current Good Manufacturing Practices for the Manufacturing, Processing, Packing or Holding of Human Food. This document outlines both required and suggested practices to assure that human food is prepared, handled, and stored safely. It outlines suggested personal cleanliness practices and minimum standards for buildings, grounds, sanitation and equipment.

Commodities: Shorthand for "USDA Commodities," which are distributed to people in need through programs such as The Emergency Food Assistance Program (TEFAP) and Commodity Supplemental Food Program (CSFP).

Contract: Each agency signs a contract stating the stipulations and requirements of their partnership with Second Harvest Heartland. See "Application"

CSFP (Commodity Supplemental Food Program): A federal program that targets specific at-risk populations. CSFP works to improve the health of low-income pregnant and breastfeeding women, other mothers up to one year postpartum, infants, children ages five to six, and elderly people at least 60 years of age. Second Harvest Heartland's MAC & NAPS programs are CSFP programs.

Fair Packaging and Labeling Act, PL 89-755: Prohibits distribution of any food item (except fresh fruit and vegetables) without a label. Labels must contain: 1) the common or usual name of the product; 2) the name and place of business of the manufacturer, packer, or distributor; 3) the net quantity of the contents; and 4) the common or usual name of each ingredient, listed in descending order of prominence.

FARE For All: Program that aims to provide more nutritious food at a lower cost to low and moderate-income families looking to stretch their food-purchasing power. For one day of every month, individuals and families can pay \$15.00 and receive up to \$35.00 worth of fresh, quality food items, including fruits, vegetables and frozen meat items. Administered by The Emergency Food Shelf Network.

Glossary of Terms

Federal Employer Identification Number: An ID number assigned each employer by the IRS to identify that employer's tax activity/liability. Called an EIN or FIN.

Federal Food, Drug, & Cosmetic Act, PL 75-717: Prohibits the introduction, delivery, or receipt through interstate commerce, of any food, drug, cosmetic or device that is adulterated, misbranded, or unlabeled. This act considers food to be adulterated if: 1) it consists in whole or in part of any filthy, putrid, or decomposed substance, or is otherwise unfit for use as food; 2) it has been held, packaged, or prepared under unsanitary conditions; 3) it bears or contains any poisonous or deleterious substance; or 4) its container is composed of any poisonous or deleterious substance that may render the contents injurious to health.

FEMA (Federal Emergency Management Agency):

Now known as the Response and Recovery Directorate of the Department of Homeland Security : FEMA is a directorate within the new Department of Homeland Security with about 2,500 full-time employees stationed in Washington, D.C., and across the country, and nearly 4,000 standby disaster assistance employees who are available to help out after disasters. FEMA's mission is to reduce the loss of life and property and protect our nation's critical infrastructure from all types of hazards, through a comprehensive emergency management program of risk reduction, preparedness, response and recovery.

Food Manager Certification: An 8 hour course covering in depth food safety issues such as foodborne illness, proper food handling and HACCP standards. A certification test is administered at the end of the course. This course is offered at cost, currently \$95 per person.

Food Rescue Program: A program that solicits and receives prepared and/or perishable foods pursuant to its local health department and/or appropriate regulatory standards. This food is distributed to partner agencies, which, in turn, provide the food to needy clients through various types of programs.

Food Safety: "Using HACCP To Prepare Foods Safely" is a four hour course in food safety is less in depth than the Food Manager Certification course. By January 1, 2006 will be required for all partner agencies that do not have Food Manager Certification and are preparing meals or snacks with potentially hazardous foods. This course will be offered beginning in the spring of 2005 and will be free for partner agencies.

FNS (Food and Nutrition Services): A division of the United States Department of Agriculture (USDA), FNS increases food security and reduces hunger in partnership with organizations by providing low-income people access to food and nutrition education in a manner that supports American agriculture.

Glossary of Terms

Food Bank: A charitable organization that solicits, receives, inventories, and stores donated food and grocery products pursuant to grocery industry and appropriate regulatory standards. These products are distributed primarily to charitable human service agencies, which, in turn, provide the products directly to needy clients through various programs.

Food Insecurity: The USDA's Economic Research Service's technical definition of hunger or not having access to enough food for active, healthy lives for all household members; hunger or risk of hunger.

Food Insufficiency: The National Health and Nutrition Examination Survey's (NHANES) measure of whether a family sometimes or often did not get enough food.

Food Shelf/Pantry: A partner agency that distributes groceries and other basic supplies for off-site use, usually for preparation in the client's residence, to all individuals within a certain geographic location.

Food Share or Food Stamp or Food Support Program : See "SNAP"

GA (General Assistance): Serves as a primary safety net for single adults and childless couples. The GA program provides monthly cash grants for vulnerable persons whose income and resources are less than program limits. GA participants are also eligible for help with medical costs through the General Assistance Medical Care (GAMC) or the Medical Assistance (MA) programs and Food Support.

Good Samaritan Law: In 1996, the Bill Emerson Good Samaritan Food Donation Act was signed as public law 104-210. The law protects good-faith food donors from civil and criminal liability should the product later cause harm to the recipient. While exceptions are made for gross negligence, the law protects nonprofit agencies, food banks, individuals, corporations, wholesalers, retailers, governmental entities, restaurants, caterers, farmers and more. The Good Samaritan Law provides protection for food and grocery products that meet all quality and labeling standards imposed by federal, state and local laws and regulations even though the food may not be "readily marketable due to appearance, age, freshness, grade, size, surplus or other conditions."

Handling Fee: Also called a Shared Maintenance Fee. The fee Second Harvest Heartland charges partner agencies based on product distributed.

Hunger: The government's definition states: A situation in which an individual involuntarily goes without food for an intermittent or extended period of time. This situation can be caused by external forces that limit the individual's resources or ability to obtain sufficient food, and may

Glossary of Terms

Inventory List: An itemized listing of goods or materials on hand at any given time.

Invoice: Itemized list of orders for a calendar month. Sent monthly with the statement.

IRS Form 990: The tax return form for an organization exempt from income tax.

MAC (Mothers and Children): Provides a monthly food package containing nutrient-dense commodity food products to supplement the diets of low-income new mothers and young children. Nutrition education is also given to program participants. MAC is a Commodity Supplemental Food Program (CSFP).

Member: An Organization that operates as a Food Bank and/or Food Rescue Organization that is deemed by America's Second Harvest to have met all standards of admission into the Network, and which has executed an Affiliate Contract (that has not been terminated) with Feeding America.

MFIP (Minnesota Family Investment Program): Minnesota's welfare replacement program for Aid to Families with Dependent Children (AFDC) that assists low-income families with children to economic stability through work.

Minnesota Council of Nonprofits (MCN): A statewide membership association of nonprofit organizations sharing information, education and research to educate its members and the community. MCN has over 1300 members representing all activity areas, budget ranges, and geographic regions of Minnesota.

Model Food Code: The Model Food Code is intended to foster uniform safe food handling and food service standards across the country and is recognized by various Federal, state, and local regulatory authorities as the best consolidation of food safety practices.

Model Food Salvage Code: Distributed by the Food and Drug Administration (FDA) and the Association of Food and Drug Officials (AFDO). Outlines the standards of operating a salvage facility. It is not a law in itself, but may be the basis of a law, statute, or code adopted by state or local authority.

Monitoring: Also referred to as a Site Visit. A formal inspection of a partner agency by Second Harvest Heartland to ensure that record keeping, sanitation, distribution, and other requirements are being met. America's Second Harvest requires its affiliates to monitor partner agencies at least every 2 years.

Municipality: An entity operated directly by a branch of government at any level (local, state, or federal). Feeding America disallows municipalities such as jails, prisons, hospitals, schools, etc. from partnering with its affiliates.

Glossary of Terms

NAPS (Nutrition Assistance Program for Seniors): Provides a monthly food package containing nutrient-dense commodity food products to supplement the diets of low-income seniors. Nutrition education is also given to program participants. NAPS is a Commodity Supplemental Food Program (CSFP).

On-Site: A partner agency that provides food to clients in the form of meals or snacks at the agency's facility.

Pallet: A wooden platform (plywood or slats) of standard size in which freight and product are stored 6" off the floor. Also called "skids".

Partner Agency: A non-profit organization serving free meals, snacks or groceries to predominantly low-income individuals or individuals in crisis. Sometimes referred to as an "agency".

Pick List: List of items and quantities ordered given to agency at the time of order pick up. Discrepancies may be noted on the pick list. A signature is required and is considered verification that the order was received as written.

Poverty Guideline: A measurement tool used to determine financial eligibility for certain federal and other programs. The guideline identifies maximum gross income limits by household size for 48 contiguous States, the District of Columbia and all Territories, including Guam and is issued by the United States Department of Health and Human Services (HHS). The Poverty Guideline is updated annually.

Product Hold: Disciplinary action taken by Second Harvest Heartland toward a partner agency as a result of the partner agency's failure to submit statistics on time. Partner agencies on product hold may not shop at, place orders or pick up orders from Second Harvest Heartland or in any other way receive products from Second Harvest Heartland.

Program Number: See "Account Number"

Reduced or free lunch or breakfast: A student qualifies for free school meals if household income is no greater than 130 percent of federal poverty guidelines. A student qualifies for a reduced meal if their household income is less than 185% of the federal poverty guidelines.

Secondary Market: The discount market for surplus goods used as an alternative to donating those goods.

Glossary of Terms

Section 8: The Section 8 Housing Program helps senior citizens, disabled individuals, families and single individuals pay their rent in a privately-owned rental unit. The Section 8 Program is funded through the Department of Housing and Urban Development (HUD). To be eligible for the program, total household income must fall within the guidelines established by HUD. A qualified household may rent any type of unit suitable for their family size and type. Any type of rental unit can be rented, however, it must meet the Section 8 standards and pass an inspection.

Shared Maintenance Fee: See “Handling Fee”

Site Visit: See “Monitoring”

SNAP (Supplemental Nutrition Assistance Program): A federal program that enables low-income people to buy nutritious food with coupons and Electronic Benefits Transfer (EBT) cards. Recipients spend their benefits to buy eligible food in authorized retail food stores. In Minnesota, this program is called Food Support and in Wisconsin it is called Food Share.

SSI (Supplemental Security Income): The Social Security Administration (SSA) administers this program and pays monthly benefits to people with limited income and resources who are disabled, blind, or age 65 or older. Blind or disabled children, as well as adults, can get SSI benefits. Unlike Social Security benefits, SSI benefits are not based on prior work or a family member's prior work. SSI is financed by general funds of the U.S. Treasury--personal income taxes, corporation taxes and other taxes. Social Security taxes withheld under the Federal Insurance Contributions Act (FICA) do not fund the SSI program. To get SSI benefits, an individual must have "limited" income and resources.

Statement: Summary of amount owed and paid to Second Harvest Heartland for a calendar month. Sent once a month along with invoices for the month.

Statistics: Summary of individuals served, etc. (on-sites and food shelves/brown bag programs report slightly different information) for the calendar month. Submitted to Second Harvest Heartland by the 10th of the following month. Used for raising and distributing funds, influencing public policy, educating the public, tracking the success of the TEFAP program, and assessing the efficacy of SHH's mission.

TANF (Temporary Assistance for Needy Families): Provides assistance and work opportunities to needy families by granting states the federal funds and wide flexibility to develop and implement their own welfare programs. In Minnesota TANF is administered as MFIP, in Wisconsin as W-2. TANF is overseen by the Office of Family Assistance (OFA) located in the United States Department of Health and Human Services (HHS) and replaced Aid to Families with Dependent Children (AFDC) and the Job Opportunities and Basic Skills Training (JOBS) programs in 1997.

Glossary of Terms

TEFAP (The Emergency Food Assistance Program): A federal program that provides food commodities at no cost to low-income individuals in need of short-term hunger relief. TEFAP serves the agricultural community by distributing surplus commodities purchased by the USDA from farmers and other producers. TEFAP was created in 1981 with the name “Temporary Emergency Food Assistance Program.” Each state works through certain organizations to distribute TEFAP commodities. In Minnesota, these organizations are the Second Harvest food banks. In Wisconsin they are Community Action Programs (CAP Agencies).

USDA (United States Department of Agriculture): This federal department is responsible for, among other things, administering 13 federal nutrition programs including the Food Stamp, School Lunch, School Breakfast, TEFAP and WIC Programs, and ensuring the safety of meat, poultry, and egg products.

Value Added Processing (VAP): The processing of raw donated goods for later distribution to partner agencies. For example, the labor and materials involved in repackaging bulk beans into smaller bags or creating meals from donated ingredients. VAP costs vary.

W-2 (Wisconsin Works): Wisconsin’s welfare replacement program for Aid to Families with Dependent Children (AFDC) based on work participation.

WIC: The Special Supplemental Nutrition Program for Women, Infants, and Children serves to safeguard the health of low-income women, infants, & children up to age 5 who are at nutritional risk by providing nutritious foods to supplement diets, information on healthy eating, and referrals to health care.