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What is this training presentation?

This is a training that provides a high-level overview of partnership with SHH, your Agency Relations team, and the hunger relief network.

Who should view this training?

At least one person from your program should view this training. This training is best suited for:

- a program's primary contact person with SHH
- volunteer and/or staff who manage, coach or train others
- executive directors, board members and others in leadership roles
- anyone interested in learning more about partnership or the hunger relief network

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Slide 1

JS1 Please add comments here, if possible. Select Insert on top menu bar and select Comment.

Jennifer Sheda, 1/5/2021

Is this training required?

- **Yes**, we ask that at least one person per program take this training prior to starting partnership, or when there's turnover in significant roles such as executive director or person who is SHH's primary contact.
- **Available to all.** As with all our other trainings, you are welcome to share this internally as best meets your staff and volunteer training needs.

Anything else I should know?

- We can make onboarding new volunteers and staff easier!
- Other helpful trainings are available like food safety and civil rights
- You can find those trainings on Agency Zone <https://agencies.2harvest.org/>
- Don't see what you need? Let us know!
- Contact us at 651-209-7990 or orders@2harvest.org

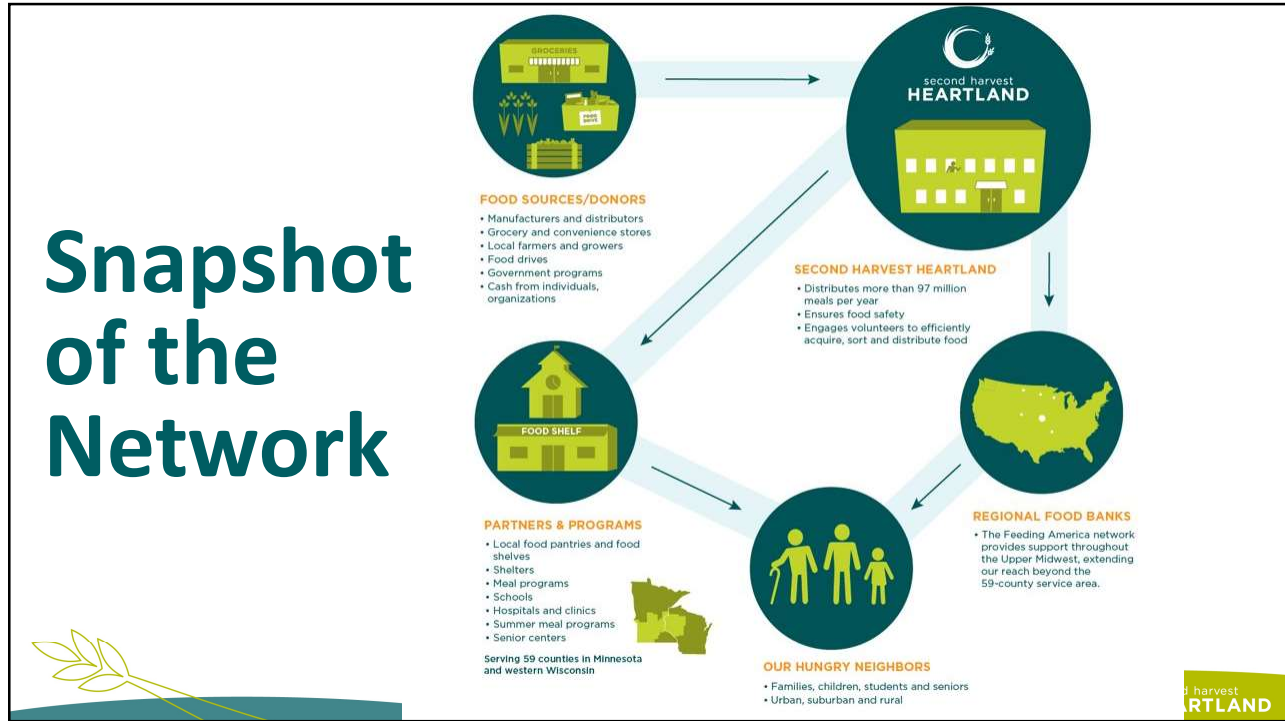


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The Network



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Ending Hunger Together

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- SHH partners with over 1000 programs including food shelves, community meal providers, shelters and other programs
- These programs bring communities together to increase food security in urban, suburban and rural areas within a [59-county service area](#).
- Your dedicated staffs and volunteers are the life-blood of the network.
- Second Harvest could not accomplish its mission to end hunger without their partnership and hard work.

1000 FOOD SHELVES & AGENCY PARTNERS

SERVING 59 COUNTIES in Minnesota and western Wisconsin

Last year our service area network delivered **97 MILLION** meals

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Who is in “our” hunger relief network?

- **Partner Agencies**
 - Food shelves, community meals, pop-up distributions, produce distributions, backpack programs and more
 - All are independent nonprofits or faith-based organizations
- **Second Harvest Heartland**
 - Your food bank
- **Hunger Relief Organizations & Supporters**
 - Groups that advocate, raise awareness and support
 - Hunger Solutions, Partners to End Hunger, SHIP, Minnesota Extension, MFAN, MN FoodShare, The Food Group and more
- **Feeding America**
 - National network of food banks
- **The Cluster**
 - 6 regional food banks in Minnesota, western WI and North Dakota



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The Food Bank



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The Food Bank supports the network

Nutritious Food

Our primary function is to provide food to agency partners so they can distribute directly to their communities

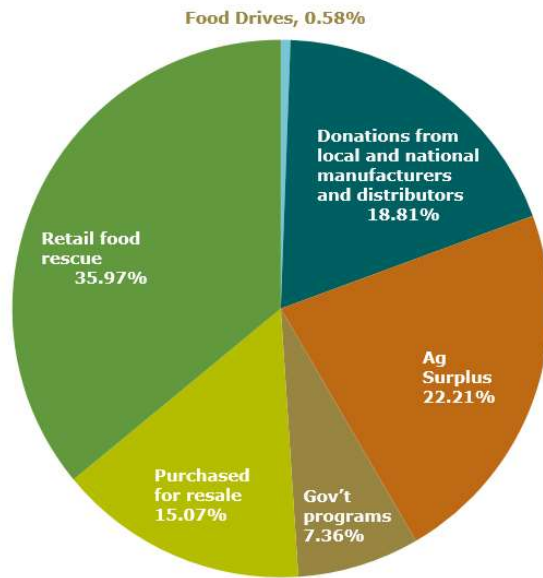
- Source donations and purchase many varieties of food
- Manage distribution of government commodities to eligible programs
- [Food Rescue program](#)
- Produce program
- [Nutrition Policy](#), [Farm to Foodshelf](#), etc.
- Culturally and dietary specific foods
- Feedback on inventory is welcome



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Where does the food come from?

Second Harvest Heartland Food Sources (2019)



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The Food Bank supports the network

Advocacy

- Advocate at the state and national level for legislation and funding
- Feeding America advocates at the national level to benefit food banks, their partners and the people we all serve

Fundraising

- Approximately 96% of monetary donations go directly into programming and services
- Funds used to purchase food, maintain trucks, transport incoming food, storage, fulfill orders, support partners, etc.
- The cost of food is subsidized by SHH's fundraising. For example, in 2019 our cost per pound was 23 cents and agencies share of the cost was less than 2 cents (\$.0169)



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The Food Bank supports the network

Our goal is to support capacity growth throughout the network in partnership with those providing direct service in order to increase food access and maintain the integrity of the hunger relief network.

Capacity and Network Building

- SHH supports partners by complementing their strengths and local knowledge
- We provide resources, sector experience and specialized consultation
- Convene network and connect agency partners with one another and sector resources
- Collaborate on with other SHH teams

Compliance

- Second Harvest supports partners in meeting compliance in all areas
- Adhering to all food safety laws and best practices to ensure food is stored and delivered safely



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Agency Partners



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Who are our agency partners?

Over 300 Agencies with about 600 Programs

400+ food shelves, pantries and emergency programs like shelters, soup kitchens and pop-up distributions

155+ supplemental programs such as free farmers markets, senior dining and backpack/youth programs

About half have no paid staff **(ALL rely on volunteers!)**

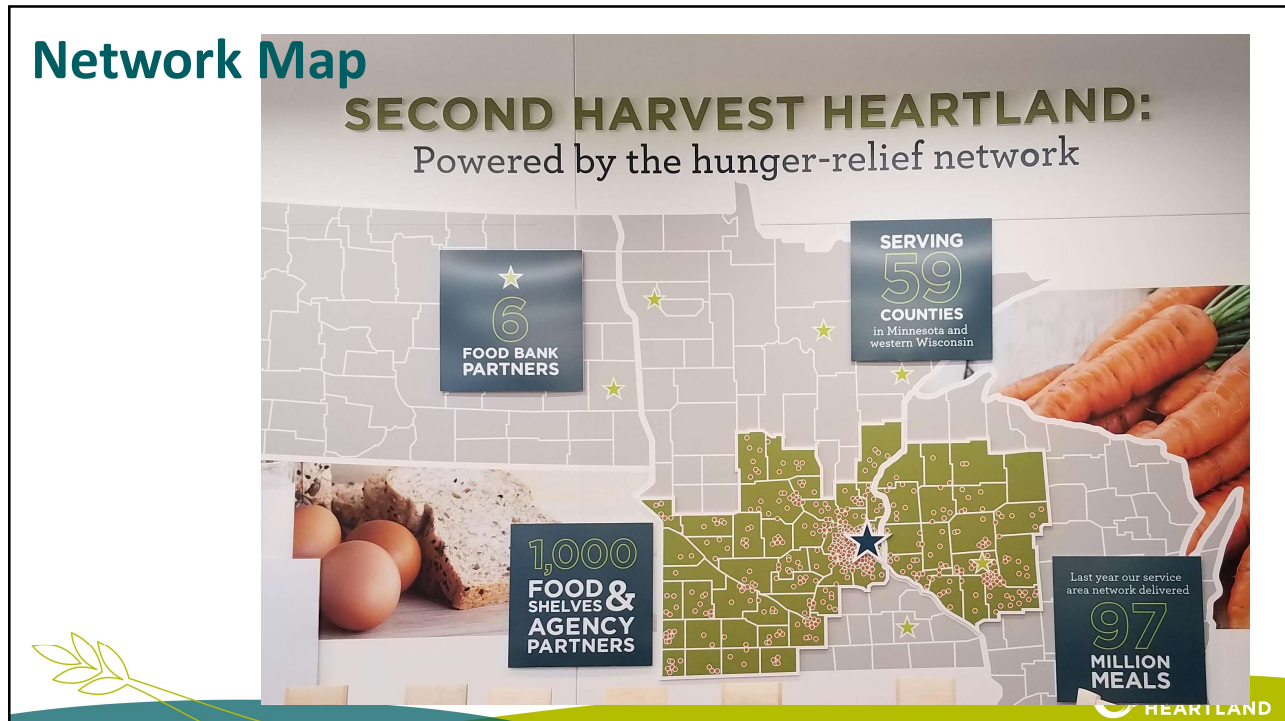
ALL are independent nonprofits who raise their own funds and are responsible for every aspect of their organizations like recruiting volunteers, client outreach, board development, training, COVID response, sourcing food, community relations, etc.



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Network Map – Agency Locations



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Partnership Expectations & Responsibilities



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Expectations of Agency Partners

- Strong and committed **stewardship of donated product** per the **170e3 Tax Code**
- Following program-appropriate **food safety laws and best practices**
- Ensuring **clients feel welcome** and their **rights are protected**
- **These are expectations for both agencies and the food bank**



Stewardship



Stewardship: 170e3 IRS Tax Code

For-profit organizations donating food can receive an enhanced tax deduction as long as their charitable donations are guaranteed to meet the following criteria:

- Product is distributed by a 501c3 organization (or faith-based organization)
- Product is used “solely for the care of the ill, the needy or infants”
- Product is not transferred in exchange for money, property or services

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Stewardship: 170e3 IRS Tax Code

- Food/products can **only be stored, prepared or distributed/served** at locations **authorized** by SHH
- Food/products **cannot be shared with other organizations**, even other nonprofits or well-intentioned groups! *Exceptions may be made for sharing with other SHH partners. Please contact Agency Relations for guidance.*
- Clients **cannot be required or expected** to provide a donation of money, time or labor in order to receive food
- A majority (51%+)of program’s participants are low income or in crisis. This should be self-declared need.

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Stewardship: 170e3 IRS Tax Code

Food and products from SHH, including items obtained through food rescue relationships

- **can** only be distributed directly to agency clients
- **cannot** be sold, transferred, bartered or offered for sale in exchange for money, property or services. Cannot be used for gifts, prizes or fundraisers.
- **cannot** be used for personal use of staff and/or volunteers *(exception for staff or volunteers who meet eligibility and follow the same process as another client would with no preferential treatment. Please work with Agency Relations for guidance)*



Stewardship: 170e3 IRS Tax Code

SHH supports agency partners by

- Following the same rules
- Providing receipts to corporations for their taxes, thereby guaranteeing donations will be used in accordance with 170e3 Tax Code
- Providing individualized consultation, resources, trainings, food rescue guidelines, site visits and more to support agency compliance

See current Partnership Agreement or contact Agency Relations for more information



Food Safety



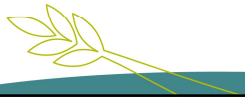
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Food Safety

[Click here for more info about the Good Samaritan Act](#)

The Bill Emerson Good Samaritan Act protects your program, SHH and donors from liability but is also a call to action to be proactive

The Bill Emerson Good Samaritan Act ensures that Agency Partners and Second Harvest are protected from potential liability were someone to become ill from eating food we provided, **IF we are acting “in good faith.” Good faith means that we are being proactive in managing recalls, meeting standard food safety practices and ensuring that volunteers and staff are trained in food safety** as relevant to the type of food program.



 second harvest
HEARTLAND

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Food Safety

Includes receiving, handling, preparing, sourcing and storing food in ways that prevent foodborne illness

- People who experience undernourishment, stress, social/economic inequities, trauma and illness are at higher risk of foodborne illness
- Programs must comply with all laws and ordinances in relation to their program type
- Maintain licensing as required by state, county and/or city authorities according to program type, and/or SHH requirements, as appropriate
- Programs must follow MN and WI law around local donations of food like meat, wild game and eggs



Food Safety

All programs are required to have food safety training

Program Type	Certification Required
Meal/Snack Program	Food Protection Manager Certification
Food Shelf, Mass Distributions, Backpack Programs, Produce Distributions	ServSafe Food Handler Guide for Food Banking Training



Food Safety

[Click here for more info about food safety training](#)

Training requirements for at least one person* at your program

Program Type	Certification Required	Who should complete training?	Deadline for completion:	Training frequency
Meal/Snack Program	Food Protection Manager Certification	Person in charge of preparing food and oversee preparation	Within 45 days of hire/new role	Must renew as required on license (normally at least every 3 yrs)
Food Shelf, Mass Distributions, Backpack Programs, Produce Distributions	ServSafe Food Handler Guide for Food Banking Training	Person in charge of supervising others or in a leadership role, who can provide ongoing coaching and correction	Within 10 days of hire/new role	Once is requirement

**It's strongly encouraged that programs preparing meals always have a food manager on site during meal prep. Agencies should also consult local ordinances and laws about meal preparation and licensing requirements.*



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Food Safety

Best practices at your program include

- Implementing ongoing food safety training and practices within your program
 - Staff and volunteer training
 - Supervision, coaching and correction
- Manage recalls
 - At least 2 staff/volunteers identified to respond to SHH recalls
 - Subscribe to SHH recall list
 - Have a recall plan



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Food Safety

SHH supports agency partners by

- Following the same rules and best practices
- Providing training and resources
- Being inspected frequently
- Maintaining food manager certification key staff
- Providing food safety guidelines, ongoing personal consultation, resources, trainings, site visits and more to support agency compliance



Food Safety

Food Safety Resources include but not limited to:

- Food dating info
- Recall email list ([click here to sign up](#))
- Recall plan template
- MN egg laws
- Good receiving practices
- Handy posters
- Food sorting consultation
- Produce sorting/culling advice
- Food rescue guidelines
- COVID related

[Click here for food safety resources](#)



Clients are Welcome



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Ensuring Clients Feel Welcome

There are numerous best practices and requirements that help ensure fair and respectful treatment of all beneficiaries

- Annual civil rights training is a requirement for partners and SHH
- Reducing barriers should be an ongoing goal
- Treat others and they would like to be treated
- Stigma prevents those needing help from seeking it – what can we do to reduce stigma?
- Encourage a culture of generosity
- Ask who are we missing? How do we reach them?



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Ensuring Clients Feel Welcome

Support from SHH

- Civil rights training materials – [click here](#)
- Best practice consultation and support
- Connection to “mentors” or subject matter experts in the network
- [Outreach tools](#) and consult
- Network convenings
- [Data, demographics](#), etc.
- [Client surveys](#)



Ensuring Clients Feel Welcome

What can we do to support you? What can we do better?

We don't have all the answers when it comes to making everyone feel welcome. As an organization we strive to increase diversity, equity and inclusion internally and in the work we do in the network. In order to do that we need to be open to innovation, criticism and questions. **Who better to help us learn and grow, but those of you in the front lines?**

We welcome your ideas, questions and suggestions for improvement. Especially on topics that might feel difficult or uncomfortable.



Additional Expectations



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Additional Partnership Expectations

Please review the Partnership Agreement for full expectations

- Required trainings
- Active board of directors (also IRS requirement)
- Program not used to foster or advance religious or political views or agenda
- Follow data privacy laws and respect confidentiality
- Cannot require clients to provide ID, piece of mail or other form of address or identity verification



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Additional Partnership Expectations

- Continuous programming
- Access product at least once every quarter
- Orders must be at least 500lbs (for delivery or pick-up)
- Budget for food expenses
- Pay invoices by due date
- Notify SHH of programs changes (contacts, location, new programming, etc.)
- Site visits at least every two years

Please review the Partnership Agreement for full expectations



Additional Partnership Expectations

Support and resources from SHH include but not limited to:

- Online training tailored by role
- Numerous resources for [board development](#)
- Individual consultation for your program
- Statistics training and consultation for your program
- Library of resources and sector expertise

[Click here for Resource Library](#)



Ordering & Delivery



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Ordering

Important tips for ordering

- Questions about ordering, products or delivery call 651-209-7990 or email orders@2harvest.org
- Be sure to cancel or reschedule your order if you will not be open to receive

Receive, check & notify

- Unpack, sort and store deliveries ASAP
- Check order accuracy, labeling on packages, food safety concerns, etc.
- Contact us within 3 business days of issues with orders to ensure proper credit (if applicable) and for our internal quality control
- **Report all issues no matter how small!**

Learn more about shopping with us: [click here](#)



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Delivery

[Click here for Smooth Delivery poster](#)

Receiving

- Assign **one** person to **greet and direct** driver
- Stay back **at least 6 feet from driver and pallet jack**
- **Ensure your receiver knows the estimated delivery time**

Other delivery tips

- Ensure **safe access** for the truck (use cones to designate loading zone for example)
- **Delivery is to your door.** The driver may bring the pallets inside if they feel it's safe to do so. The driver decides!
- **Winter preparedness** – shovel to pavement and salt (pallets need at least 4 feet of clearance and cannot move in snow or ice)
- Make sure we have **accurate receiver information** on file
- **Call us to cancel or reschedule** your delivery if you will be unable to receive



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Agency Relations Department



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Your Agency Relations Department

Agency Relations will be working most closely with your program. Here's what our team does at a glance:

Customer Service

- Available Mon-Fri
8:30am – 3:30 pm
- Responds to calls & emails
- Expertise in customer care

Compliance Support

- Specialists provide individualized compliance consultation based on your program's evolving needs
- Visit agencies every two years
- Expertise in compliance resources & best practices

Connecting with Sector Resources & SHH Programs

- Specialists provide individualized consultation based on your program's evolving needs
- Advise on how to maximize programs available from SHH
- Expertise in sector resources & best practices



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Your Agency Relations Department

Case studies of the work we do with agency partners – customer service

Situation: Best Backpack Program had a new shopper who was unable to get into to online shopping. They also didn't receive the Craggy Cups they ordered on their delivery today.

What happened: They reached out and we walked them through their logon and gave them some tips and tricks for shopping. We were really glad they told us about the missing Craggy Cups, too!

Result: The shopper was able to log on and had her questions answered about shopping. She was happy to find out that she got credit for the missing item. Now she knows to call SHH whenever she has a question or issue with her order!



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Your Agency Relations Department

Case studies of the work we do with agency partners – compliance support

Situation: ABC Food Shelf was confused about who needed to take food safety training and had no idea how to handle recalls (and yikes, they just received a half pallet of recalled Zippy Zaps from their food rescue retailer)! They called SHH for help.

What happened: A Specialist sprang into action, immediately assisting with response to the recall by reviewing the recall notice and providing instructions on next steps. Then they worked with food shelf coordinator to create a food safety training plan that fit the program's needs. The coordinator also asked the Specialist for info about food dating and produce quality because their volunteers also had questions about that. To help with future recalls and as part of their food safety plan, they also received a recall plan template.

Result: The recall was quickly handled and the items were removed from the food shelf before getting into clients' carts. Plus, they know exactly what they need to do next time. The coordinator and volunteers are really pleased with the new food safety plan and they all feel more comfortable receiving donations, sorting food and stocking shelves.



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Your Agency Relations Department

Case studies of the work we do with agency partners – capacity building support

Situation: 123 Food Shelf was in a pickle. They were really short staffed and were having difficulty recruiting new volunteers. On top of that they also had several board seats turn over without replacement. With only one paid staff person, they were feeling overwhelmed and worried they might have to reduce hours.

What happened: To fill the immediate need for volunteers a Specialist connected them with the [RSVP](#) rep for their county. The Specialist then met with the executive director to discuss current volunteer program, desired changes and goals. They both used the Volunteer Toolkit and other resources to create a plan and met a couple more times. The Specialist also attended a board meeting to provide support to the ED, and information to members. The board chair and ED then worked with the Specialist on a recruitment plan and new bylaws.

Result: The board chair led a successful effort to add new board members. The new volunteer recruitment plan gained 10 new volunteers. One of the new volunteers even agreed to fill the newly created volunteer coordinator position! The ED was very pleased about having help with the volunteer program as now they have more time to focus on other projects.



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Contact Us

In addition to the Agency Relations team, there are a number of staff at SHH that directly support agency partners. We want to make it easy for you to reach us!

- Call 651-209-7990
- Email orders@2harvest.org

**Your feedback is greatly welcomed!
We want to hear your concerns,
questions and suggestions.**



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Document this training

You will receive an email confirmation for this training within 2-3 business days. A copy of this presentation will be included in the email or can be found on <https://agencies.2harvest.org/>

Documentation may be requested at site visits. Please save the email confirmation to verify completion. Please print a copy and file or save electronically with other files pertaining to SHH partnership.

Thank you for taking the time to complete this training!



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Additional SHH Trainings

Including, but not limited to:

- AgencyExpress (shopping)
- Civil Rights Training
- Food Dating
- Food Safety for Food Rescue Collections
- Food Safety for Food Shelves
- Service Statistics & Reporting Instructions

SHH Training Page on Agency Zone – [Click here](#)



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Thank you!



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