



*feeding lives together*



# Community Partner Manual

Edited May 2021



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Dear Community Partner,

Thank you so much for your faithful commitment to feeding the hungry! I am so proud to stand beside you, as is the entire Feeding America network as you become one of our partner agencies.

Golden Harvest Food Bank was founded in 1982 by a group of local leaders who sought to answer the Gospel call to provide struggling community members with a basic need: food. This spiritual call still forms the heart of our mission of *'Feeding Lives Together.'*

*'Feeding Lives'* means that we not only work to feed the bodies but also seek to nourish the hearts of those who struggle with hunger in our area. We do this by serving them with compassion and respect, and by providing access to food that promotes increased financial stability and hope for a better future.

We can only do all this *'Together!'* We could never feed the thousands in need across our 25 counties without partners like you. We try to maximize every dollar, resource, volunteer, and food donation so that we can be as effective and efficient as possible in providing nutritious food for organizations like you that are on the front line. It is truly an honor to be part of your work.

We know that this work is not easy. Fundraising, managing daily operations, and paperwork are just the tip of the iceberg in ministering to a person's basic need for food and the deeper needs of their hearts.

Please know that all of us here at Golden Harvest pray for you and stand ready to serve alongside you. My door is always open, and our team is available to assist you along the way. We are truly all in this together and I would love to hear from you as you journey with us. Thank you for your commitment to touch the lives and hearts of our neighbors in need. I know that you will be richly blessed in the process.

Grace and peace,

A handwritten signature in cursive script that reads "Amy Breitmann".

Amy Breitmann  
Executive Director  
Golden Harvest Food Bank

## Our Service Area

We partner with more than 275 Community Partners throughout our 25-county service area. We are pleased to provide service to the following counties:

**Georgia:** Burke, Columbia, Elbert, Emanuel, Glascock, Greene, Hancock, Jefferson, Jenkins, Johnson, Lincoln, McDuffie, Putnam, Richmond, Screven, Taliaferro, Warren, Washington, and Wilkes

**South Carolina:** Aiken, Allendale, Bamberg, Barnwell, Edgefield, McCormick



## *Our Mission: Feeding Lives Together*

*Feeding Lives Together* is what we do every single day of the year, alongside you, our partner agencies. We are joined in this important work by our donors, volunteers, staff members, and each person in our communities who cares about feeding the hungry.

## *Our Vision: Healthy Change One Meal at a Time*

We know that getting enough to eat is only one step toward breaking the cycle of poverty in our communities. It is our goal at Golden Harvest to nourish the whole person through healthy meals and compassionate service, providing them with the nutrition they need to build a better life.

## *Our Values*

These are the traits that Golden Harvest Food Bank strives to live out every day, in every interaction. We hope you come alongside us to provide only the best service to families in need.

### **Faith**

Our faith in Christ inspires us to live out Jesus' teachings by feeding the hungry in our communities. This mission unites us with people of every creed in a movement of compassion, service and positive change.

### **Health**

We value the health of each person we encounter, and strive to provide safe, nourishing food to those we serve. We believe that healthy lives are not possible without healthy food, a healthy environment and healthy communities, so we work to build all three to break the cycle of poverty and hunger.

### **Service**

We work with kindness, openness, and joyful generosity to meet the individual needs of each person we encounter. We serve all people without judgement in a spirit of compassion and sensitivity. We listen to the story and needs of each person so that they know they are seen, heard and valued in a world where they may often feel invisible.

### **People**

We respect the inherent worth and dignity of every person and treat all with justice, equity, and understanding. We honor the lives, ideas, concerns, and stories of those we serve to ensure they are treated with dignity in their time of need. We value our donors' gifts and honor their intended purpose. We cherish our volunteers and strive to ensure positive, impactful experiences each time they give their time to our cause.

### **Community**

We collaborate to change our community through strong relationships with individual community members, our partner agencies, community partners, businesses and local government. Our shared mission of 'feeding lives together' drives us to be open, cooperative, and transparent to harness the power of a community in unison.

## *Our History*

Golden Harvest Food Bank was founded in 1982 by a group of concerned citizens to address the problems of poverty and homelessness in Augusta, GA. Today, Golden Harvest Food Bank has grown to supply emergency food across a territory covering more than 11,000 square miles spanning 2 states and has distributed over 279 million pounds of food since its founding. Golden Harvest Food Bank is a 501(c)3 nonprofit organization and a proud member of Feeding America, the national food bank network. We support a regional network of hunger relief agencies including emergency food pantries, shelters, rehabilitation centers, soup kitchens and youth programs. We also provide food through direct services to those in need through our internal programs such as our Master's Table Soup Kitchen, Senior Nutrition Programs, Child Nutrition Programs, SNAP Outreach and the Mobile Market Program.

## *A Closer Look at What We Do*

Golden Harvest Food Bank's distribution centers collect, sort, and distribute food to other local hunger relief organizations, as well as operating direct service programs for those in need. We purchase and receive donated food from corporate donors, state and federal organizations, retailers, and food drives. In addition, as a member of Feeding America, we are able to take advantage of opportunity purchases and make available items at a lower cost than purchasing retail for our partner agencies.

Purchased and donated food is transported to our 2 distribution centers in Augusta, Ga., and Aiken, where it is sorted and stored. Our partner agencies can then order and pick up the food from our 2 warehouse locations. We also deliver food orders to rural and local partner agencies. Our community partners in turn provide the food to those in need in our communities through their hunger-relief programs.



## Useful Food Bank Terms

|                               |   |
|-------------------------------|---|
| Assorted                      | An array of products packed under the same category. The item may contain different brand names, sizes, etc.                            |
| Bulk                          | No inner packing of product. (i.e. “Cookies, Bulk 10 lbs., means you will receive a 10-pound case containing one large bag of cookies.) |
| CSFP*                         | Commodity Supplemental Food Program available to eligible agencies in select counties in South Carolina                                 |
| Donated                       | Product that is acquired through private donations, food drives, and retail vendors.  |
| GNAP*                         | Georgia Nutrition Assistance Program-Designated for GA agencies that serve children under 18. (60% of clients must be under 18)         |
| Household                     | Person living at the same address, whether they are related or not.   |
| Invoice                       | An itemized list of products picked up or delivered to a community partner. The invoice also lists the total cost of the order.         |
| Purchased Product<br>\$\$\$\$ | Product that is obtained to keep shelf stable and non-food items on hand in inventory when donated product is not readily available.    |
| Retail Donation Program*      | Eligible agencies pick up items donated by GHFB’s Retail Partners   |
| USDA                          | United States Department of Agriculture – TEFAP and CSFP are administered under this department.  |
| TEFAP*                        | The Emergency Food Assistance Program-Commodities available to eligible agencies. Also referred to as USDA                              |
| SMF                           | Shared Maintenance Fee  |

\* Prerequisites to participate in these programs



## *Programs*

### *The Master's Table Soup Kitchen*



Golden Harvest Food Bank owns and operates a soup kitchen in downtown Augusta, Georgia that serves the hungry and homeless of our community. In 1982, Golden Harvest Food Bank responded to the overwhelming need in the area by founding The Master's Table as its first outreach program. We understand the challenges our partners face every day to meet the needs of those we serve. The Master's Table is supported by a staff of less than six, yet daily, between 18-20 volunteers arrive to serve and support the mission. The Master's Table staff prepares and serves a free, noontime

meal to those in need 365 days a year with the help of our dedicated volunteers. In addition to providing a daily nutritious meal, The Master's Table serves as a place for those struggling in our community to gather for fellowship. Our staff also provides guests with resources and references for other local assistance programs. Behind the soup kitchen, a 40 raised bed urban farm, tended by volunteers, yields hundreds of pounds of produce that go directly to The Master's Table kitchen to create delicious and nutritious meals.

### *Child Nutrition Programs*

The term "childhood hunger" conjures up images of "elsewhere," but childhood hunger is right here in our neighborhood. Golden Harvest Food Bank continues to provide weekend meals through the Backpack program and is expanding School Markets, a client-choice food shopping experience in schools to provide food assistance to the entire families. These markets prioritize nutritious foods that meet MyPlate guidelines such as fruits, vegetables, lean meats, whole grains, low-fat dairy and 100% juice. Additionally, families will be provided with healthy recipes, nutrition tips, and occasional cooking demonstrations to empower them to make healthy choices.





**The Backpack Program** meets the needs of children at risk of hunger by providing them with nutritious and easy-to-prepare food to take home on weekends and school vacations. At these times, students do not have access to the free and reduced-price school meals, or their households might not have food that participants can easily access.

**A School Market** is a “mini grocery store” within a school that helps alleviate child hunger through the provision of food to children and their families at a commonly

visited location. This model is available for schools that have the storage capacity and desire the flexibility for students to obtain food throughout the week.

**Summer On-Site** is for organizations feeding children throughout the summer through summer camps/programs. It is an opportunity to maximize their budget by partnering with Golden Harvest Food Bank during the months of May-August.

**After-School Program** provides kids who do not have enough to eat with healthy meals and snacks at after-school programs across our service area.

Our Child Nutrition programs are supported by private foundations, individual donors, civic groups and local businesses. Each year, Golden Harvest Food Bank’s staff reapply and solicit donors for funds to keep the programs going. If you or your organization are interested in learning more about how our Child Nutrition Programs can help youth in your community through partnering, volunteering, or donating to support our programs, please contact Kimberly Jackson, Community Partnerships Programs Manager at [kjackson@goldenharvest.org](mailto:kjackson@goldenharvest.org)

## Senior Nutrition Programs



**The Commodity Supplemental Food Program (CSFP)** is a USDA Nutrition program provided to SC seniors and provides monthly nutrition education and nutritious food to income eligible Seniors over age 60. The program is currently serving Allendale, Bamberg, Barnwell, Edgefield and McCormick counties in Golden Harvest Food Bank's service area.

The program is administered at the federal level by the U.S. Department of Agriculture's Food and Nutrition Services. Golden Harvest Food Bank works with

partner agencies and the SC Department of Agriculture to improve the health of senior citizens by providing them access to nutritious, healthy USDA foods. For information regarding this South Carolina program, please contact Grace Renken, Aiken Warehouse Manager at [grenken@goldenharvest.org](mailto:grenken@goldenharvest.org)

**The Senior Food Box Program** - Focuses on meeting the needs of hungry senior adults over the age of 60 throughout our service area by providing them with a monthly box of supplemental food. This food is specially selected for nutritional value and meal-readiness so that those we serve can easily prepare it.

**Home Delivered Meals**- Golden Harvest partners with local non-profit and government agencies including Area Councils on Aging, housing authorities, senior homes and shelters, and churches to identify homebound seniors facing hunger and enroll them in a home delivered meals program so they are able to get balanced, nutritious food. This program is limited to the number of clients enrolled.

If you or your organization are interested in learning more about how our Senior Programs can help seniors in your community through partnering, volunteering, or donating to support our programs, please contact Kimberly Jackson, Community Partnerships Programs Manager at [kjackson@goldenharvest.org](mailto:kjackson@goldenharvest.org)

## Mobile Market Program



Golden Harvest Food Bank works diligently to provide food to the hungry throughout its 25-county service territory in Georgia and South Carolina. Serving families in need is more of a challenge in parts of our largely rural territory. The lack of financial resources in our rural counties makes it more difficult to establish and sustain food distribution programs.

Every quarter, Golden Harvest sends out Mobile Markets to areas in our service territory that do not have access to supplementary food. Each Mobile Market

delivers 5,000-12,000 pounds of food and provides a mixture of fresh produce, baked goods, and non-perishable items. Each Market provides up to 200 individuals or families with 25-50 pounds of emergency food.

## Supplemental Nutrition Assistance Program (SNAP) Advocacy

Golden Harvest Food Bank has added SNAP Advocacy to help families in our community get additional access to food. Our SNAP Advocacy staff helps connect individuals in need with the Federal Supplemental Nutrition Assistance Program and can assist individuals in navigating the application process. A SNAP Coordinator is available at 1-800-766-7690 ext. 207.

The GHFB GA SNAP Advocacy Program can now assist clients with several other programs. Carolyn Free is available to take referrals if you have clients that may need assistance with applying for the following programs.

- Food Stamps (SNAP)
- Child Care and Parent Services (CAPS)
- Medical Assistance
- Temporary Assistance for Needy Families (TANF)
- Women, Infants, and Children (WIC)

For information or assistance, please contact:

Casey Cochran

[ccochran@goldenharvest.org](mailto:ccochran@goldenharvest.org)

(706) 736-1199 x207

For information or assistance with SC Thrive (SC SNAP Advocacy), please contact:

LaQuandra Hammond

[lhammond@goldenharvest.org](mailto:lhammond@goldenharvest.org)

(803) 642-2912 office

(803) 293- 8888 cell

## *Becoming a Community Partner*

Over the years, the face of hunger food insecurity has changed significantly. Food insecurity has no boundary, no border, and no socioeconomic class. This last year has magnified this even more. Many food insecure individuals are working part-time jobs, looking for jobs or even working multiple jobs with erratic hours to make ends meet. For this reason, we must meet their needs when they need them met. The Food Bank seeks partner agencies that will be responsive to the needs of the client struggling in their community. We must feed people whenever and wherever they can receive the blessing.

To close the gap, as we welcome new partners into our service family, we will ensure that we minimize the duplication of services in each of our communities and seek innovative partners that will serve to meet these challenging new opportunities and continue to support our faithful current partners. This will entail consistent evening and weekend operations; consistent emergency or home deliveries for those with transportation issues; and/or non-traditional “Just in Time” Partnerships that strictly handle Large rotating Mobile Markets in a variety of counties. You are serving well, and we are here to adapt to the changing needs with you. Your heart of service to feed those in need in your community is such a blessing.

## *Steps to Become A Community Partner*

To partner with Golden Harvest Food Bank, an organization must meet certain requirements set forth by Feeding America, the IRS and our Food Bank. All partners must agree to the guidelines provided through this manual and any trainings conducted by Golden Harvest Food Bank. To assure compliance and accountability, there is an application and service are assessment of needs process for organizations seeking partnership.

To partner with Golden Harvest, an organization must:

- Provide verification of 501(c)3 or equivalent status
- Complete all required pre-application electronic survey's
- Have access to high-speed internet service to send reporting in monthly and to receive critical communication from GHFB on a routine basis
- Notify Golden Harvest Food Bank, in writing, in advance, of planned change of their location or days/hours of service to clients, changes in agency contacts, clients served, or type or size of food program. Planned changes in location, type or size of food program will require additional inspection by Golden Harvest Food Bank staff prior to implementation of the change. Submit a non-refundable \$50 application fee
- Attend the mandatory orientation class
- Shall have a staff member or volunteer who is consistently present during operations, who has successfully completed Golden Harvest Food Bank required training for services provided
- Meet the service assessment needs for your county
  - Some counties have specific service needs based on existing Community Partner saturation and food insecure demographic statistics. Your Community Partnerships Coordinator will work with you to identify the specific needs of the food insecure in your area

An organization must also be ONE of the following and provide appropriate documentation:

- A current 501(c)3 determination letter from the IRS verifying its non-profit corporate status and verifying that it is *not* a private foundation. The Corporation name must match the name that the Partner is known by in the community.
- If the Community Partner's name does not match the corporation's name listed on the 501(c)3 determination letter, the Partner is required to submit current official and verifiable documentation regarding the Partner's ability to use the 501©3 verification letter proving their non-profit status. For more information, visit the IRS website at <http://www.irs.gov/app/pub-78/>).

### *Support and Assistance*

Golden Harvest Food Bank values the work each partner does in their community and strives to support your success in many ways. Your Community Partnership Coordinator is available to meet and discuss strategies for success. Please explore a few resources available within the **Seeds for Success Toolbox** at: [goldenharvest.org](http://goldenharvest.org)

### *Community Partner Categories*

|                                     |  |
|-------------------------------------|--|
| Client Choice Market                | A Community Partner that distributes non-prepared foods and other grocery products to the ill, needy, or infants. Foods is then prepared and used where they live. Food is distributed on a short-term or emergency basis until clients are able to meet their food needs. |
| Soup Kitchen/Direct Service/On-Site | A program that provides prepared meals on-site to clients in need who do not reside at the partner's premises.   |
| Shelter                             | (Emergency Shelter, Homeless Shelter) A charitable program whose primary purpose is to provide shelter or housing on a short-term or temporary basis to needy clients and typically serves one or more meals a day.  |
| Rehabilitation Center               | On-site programs specializing in a specific area regarding client needs. Examples are substance use disorder recovery houses, homes for people with mental disabilities, and facilities for troubled youth. Clients live on site.  |
| After-School Program                | A program where children are given hot meals and/or snacks after school.   |
| Other                               | These Community Partners do not fall into the above categories. Whether these agencies become Food Bank partners will be handled on an individual basis according to the guidelines set forth by Feeding America and GHFB.   |



## *Standard Days & Hours of Operation to Include Evenings & Weekends*

- Hours of operation for your food organization MUST be distinctly separate from any religious activity such as a worship service or Bible study.
- Your services must be offered a minimum of twice per month and one of these must include an evening or weekend. Service must include some form of emergency or consistent home delivery service within a reasonable service area of the partners operation.
  - Partners established prior to 2020 are not required to fulfill this operational standard until Recertification renewal year 2021-2022.

## *Training*

We are here to help! Golden Harvest Food Bank is committed to assisting and supporting our Partner Agencies in their mission to feed the hungry in any manner that we can on an ongoing basis.

As your food program grows and you are faced with challenges, we are here to help! Your Community Partnership Coordinator is available to provide ongoing support and training to assist you in the mission of feeding lives together.

***Agency Re-entry Training:*** Agencies that report late or do not report 3 months in a fiscal year (October – September) have indicated a need for retraining and all services will be put on hold until the Community Partner re-enters the program through orientation and re-training.

The organization should contact their Community Partnerships Coordinator to arrange for re-training and support.

- Trainings are handled differently according to geographic area
  - Georgia are held 4 times a year only. Dates are posted on [goldenharvest.org](https://www.goldenharvest.org)
- At any time during the year, additional training support is available to you and your volunteers in several ways!
  - On-site personal training at your organization (Virtual training during COVID)
  - On-site training at Golden Harvest Food Bank with your Community Partnerships Coordinator
  - You can call us during business hours, and we can walk you through any process while you are on the computer
  - Email us with you questions or needs

. We are here for you and want to support you.

## *New Community Partner Training:*

This training is for new community partners and current partners that have internal changes in leadership and/or key volunteer roles. **All partners that have changes within their food pantry administration are required to attend this training for a refresher course.**

## *One-on-One Training:*

Perhaps your organization needs individual training and a large setting is intimidating. We will be happy to sit down with you and provide you with any training that is needed.



### *Required Annual Training:*

All Community Partners are required to attend training at least once a year. We generally offer these trainings in the fall. These trainings include, but are not limited to:

- Food Safety – Focuses on safe handling standards of the FDA, CDC, and the food service industry and is implemented by the National Restaurant Association
- TEFAP – The Emergency Food Assistance Program
- Retail Donation Program – This training is geared to agencies that participate in this program and we provide guidelines for receiving food donations directly from retail food handlers and grocery stores.
- GNAP – Georgia Nutritional Assistance Program
- Civil Rights - ensure that individual civil rights are respected and that no members of our service area face barriers when receiving food through a GHFB partner agency.

At least one representative from your agency will need to attend the required annual trainings.

## Food Safety



Food Safety is not just a requirement, but an assurance to clients that we ensure that the food they receive is healthy and safe to consume. Our online Food Safety course covers a wide variety of measures to take that are practical not only at our facilities, but in our everyday lives.

To maintain its quality, all food obtained from Golden Harvest Food Bank must be stored at the proper temperatures in a clean environment. In-depth annual training is provided in this area. Here are some of the key standards of food safety:

### General Food Storage/Safety Guidelines

- Store food at least 6 inches off the floor, 4 inches from the wall, and 2 ft. from the ceiling
- Maintain a cool, clean, dry, place for storing food
- The Community Partner should rotate products at facility. Remember, FEFO (First Expired, First Out)
- Food must be stored in a locked and secure facility to protect against theft or tampering
- Food received from Golden Harvest Food Bank may NEVER be stored at a private residence and can only be kept at an approved location
- Store cleaning supplies in a separate area or on the bottom shelf to prevent contamination
- Do not stockpile products obtained from Golden Harvest Food Bank. All food and or non-food items should be distributed in a timely manner
- All freezers, coolers, and refrigerators must contain a thermometer
- Temperatures should be checked and logged weekly. Some programs may require more frequent checking.
- Baby food and infant formula cannot be distributed after the expiration date
- Refrigerators should run at 40 degrees Fahrenheit or below, and freezers should run at 0 degrees or below
- Separate and properly label all applicable commodities- GNAP, TEFAP(USDA), and other product received from Golden Harvest Food Bank to include donated/purchased goods and retail

## *Transporting Guidelines*

For the health & safety of your client families, Golden Harvest Food Bank will ensure that all products are handled within the required guidelines for each product. Outlined below are the requirements for our partner agencies and the different transportation methods available. Frozen and perishable items are to be transported in a method that will maintain proper food temperatures year-round.

When Partners are picking up warehouse orders or utilizing the Marketplace, include frozen and/or perishable products, the following criteria must be met:

- Must transport frozen or perishable items in insulated coolers, under freezer blankets, or in a refrigerated vehicle
- Truck beds, trailers, and vehicles must be free of debris (i.e. leaves, dirt, lawn equipment, gas canisters, anti-freeze/chemicals, etc.)
- Food product must be safely secured on the vehicle to prevent loss or damage of commodities
- Food product must be properly covered during inclement weather

Please keep these guidelines in mind when acquiring and transporting items from Golden Harvest Food Bank. If one of our staff members determine the vehicle and/or equipment does not provide a safe and secure transport of food products, then your order will not be released.

Below is a list of retailers that supply freezer blankets, coolers, and tarps:

- Legion Safety <http://www.legionsafety.com/insulated-covers-and-blankets.html>
- Coleman <http://www.coleman.com/Products/8500/coolers>
- Rubbermaid <http://www.rubbermaid.com/en-US/coolers>

## *Pest Control*

This should be administered at your organization quarterly and repeated upon any sign of infestation. Documentation of when the service was administered must be kept at the facility and will be reviewed during Golden Harvest Food Bank site monitoring with your organization. Pest control can be self-administered or by an outside vendor.

## *Food Handling Guidelines*

- Always wash your hands before, during and after handling food
- Use disposable gloves when appropriate. Change gloves when they get soiled or contaminated. Cover all cuts and use gloves
- If you are sick, please do not work with food
- No smoking, eating, or drinking in food storage and or prep area
- Please alert Golden Harvest Food Bank of any damaged product that is received. If the damaged contents exceed a case, your organization will receive like product or a credit for damaged items

## *Food Keeper*

Food Keeper is an interactive database provided by the Food Marketing Institute and gives users information on how long products can be kept before it is discarded:

<http://www.fmi.org/consumer/foodkeeper/>

## Recalls

Your organization is required to handle a food recall or food safety issue. Golden Harvest Food Bank will notify our Partners via email of recalls. Please check your inventory for products that are listed on the recall notice(s) and post the recall notice in an area visible to clients and notify clients that they might have received the product(s).

## Good Samaritan Act

### *The Federal Bill Emerson Good Samaritan Food Donation Act*

On October 1, 1996, President Clinton signed this act to encourage donation of food and grocery products to non-profit organizations for distribution to individuals in need.

The Good Samaritan law protects citizens, businesses, volunteers, and non-profit organizations that proceed in good faith to donate, recover, and distribute excess food. It limits liability to acts of gross negligence or intentional misconduct. With the absence of these acts, donors shall not be subject to civil and criminal liability arising from the nature, age, packaging, or condition of the

seemingly wholesome food of the apparently fit grocery products received as a donation.



The Good Samaritan Act is designed to encourage donations of food and grocery products by providing a uniform, national standard of liability for donations. In order to maintain compliance with this act, please contact Golden Harvest Food Bank immediately if food does not appear wholesome or fit for consumption due to age, freshness or if it shows signs of infestation.

## *Community Partner (Agency) Fees*

### *Application Fee \$50*

Agencies seeking partnership will be assessed a non-refundable pre-application fee due prior to review of the application. If application is accepted, this will be credited toward the first years Annual Agency Fee.

### *Annual Community Partner (Agency) Fee \$50*

The annual membership fee is \$50.00. This is due during annual recertification.

### *Returned Check Fee*

A \$35 returned check fee will be assessed to any checks that are returned to Golden Harvest Food Bank. Returned check fee must be paid with a money order or cashier's check. Any Community Partner with a returned check will not have access to any food or product until the balance is paid in full. Any Community Partner that has three returned checks in one service year may be subject to termination of service contract.

### *Shared Maintenance Fee (SMF)*

Fees that are incurred through the online ordering process or through the Community Partners (Agency) Marketplace.

### *Delivery Fee*

Delivery fees range from \$0.00 to \$0.05 per pound with a minimum of 1000 lb. order. For more information please contact Craig Garner at [cgarner@goldenharvest.org](mailto:cgarner@goldenharvest.org).

## *What is Shared Maintenance Fee (SMF)?*

Shared maintenance fees (SMF) are a cost-effective way for agencies to access grocery product in volume by partially supporting the centralized product solicitation, administration, warehousing, and distribution activities undertaken by Golden Harvest Food Bank. SMF are charged by weight and are never related to the value of the product. For example, the fee per pound is the same for a case of Stouffer's frozen dinners as it is for a case of potato chips or breakfast cereal. The SMF is up to \$0.19 cents per lb.

## *Why is it necessary?*

While 63 percent of the food Golden Harvest Food Bank distributes is donated, we incur costs associated with every aspect of handling it. Everything from pumping fuel in the truck to keeping the food cold in the cooler is an expense. Our partner agencies offset some of the cost of receiving and distributing product through their participation in shared maintenance fees.

Shared maintenance fees constitute less than 1 percent of the total operating costs to secure, store and distribute the millions of pounds of food that we handle each year. Most funds needed for the work we do are acquired from private donations and grants from the community, foundations, and government programs.

Shared maintenance allows us to continue operating as our partner agencies "share" in the expense to distribute needed food throughout our 25-county service area.



## Accounting Guidelines

Golden Harvest Food Bank is committed to responsibly and sustainably stewarding the resources that are so generously donated to us. Our commitment to fiscal responsibility helps ensure that we can provide many more years of service to the hungry in our communities.

- Our system will email invoices automatically. It is important that we have an accurate email on file to ensure the appropriate person(s) receives the invoice
- Community Partners must submit an organization check at the time of pick up. Personal checks will not be accepted
- Community Partners that have been approved to receive deliveries must submit payment within 15 days of delivery
  - Be sure your shoppers deliver invoices to the person that is responsible for paying the bills
- If you are picking up your order, then you will receive an invoice after your vehicle is loaded. If your order is delivered to you, your invoice will be left with your representative
- Payments must be on an organization check; personal checks will not be accepted
- Payments should reference both the agency number and the invoice number(s) being paid
- Outstanding invoices
  - 60 days: call for immediate payment request
  - 90 days: shopping interruption. Account must be paid current before shopping privileges are restored.
- Acceptable form of payment is an organization check. Cash, credit card, third party or personal checks will not be accepted
- Community Partner statements are available upon request. Statements will be sent to all partners that have outstanding balances at/over 60 days past due

## Returned Check Policy

Any Community Partner with a returned check will not have access to any food or product from Golden Harvest Food Bank until the balance is paid in full. All returned checks must be paid with a money order or cashier's check and must include the balance due on the account, plus a returned check fee of \$35.

**Community Partners that have three returned checks in a 12-month period may be subject to termination of their partner agreement.**

## Understanding Your Invoice



### AGENCY ORDER

Agency Order No. AO-00569  
Agency Order Date: 10/5/2016  
Page: 1

Sold  
To:

Ship  
To:

Ship Via Pickup at Food Bank  
Ship Date 10/20/2016  
Appt. Time 8:45:00 AM  
Terms COD

Parent Agency ID  
Agency ID  
Your Reference No. PO2574341  
Order Date 10/5/2016  
SalesPerson

| Item No. | Description  | Unit      | Gross Weight | Qty. | Unit Fee | Cubic Feet | Total Price |
|----------|--|-----------|--------------|------|----------|------------|-------------|
| 1050998  | CEREAL, GRANOLA COCO COCONUT 6/11 OZ 6/11 OZ             | case case | 50           | 10   | 0.50     |            | 5.00        |
| 1030891  | COFFEE, STARBUCKS INDIVIDUAL PACKS 10 LB BULK 10 LB BULK | case case | 20           | 2    | 1.90     |            | 3.80        |
| 7065149  | \$\$\$\$ MACARONI & CHEESE, 24/7.25 OZ 24/7.25 OZ        | case case | 26           | 2    | 8.765    |            | 17.53       |
| 1216442  | PASTA, ELBOW MACARONI 12/12 OZ 12/12 OZ                  | case case | 22           | 2    | 2.09     |            | 4.18        |
| 1216481  | PASTA, PENNE 12/12 OZ 12/12 OZ                           | case case | 22           | 2    | 2.09     |            | 4.18        |
| 1064014  | SOUP, CREAMY POBLANO & QUESO 12/10.75 OZ 12/10.75 OZ     | case case | 100          | 10   | 1.90     |            | 19.00       |
| 1266420  | SUGAR SUBSTITUTE, 2000/.8 GRAMS 2000/.8 GRAMS            | case case | 6            | 1    | 1.14     |            | 1.14        |
| 1269910  | SUGAR, INDIVIDUAL 1000/DOUBLE PACKS 1000/DOUBLE PACKS    | case case | 14           | 1    | 2.66     |            | 2.66        |

Signature:

Signature: \_\_\_\_\_

Subtotal: 57.49  
Grant Credit: 0.00

Total \$: 57.49  
Total Gross Weight: 260

### Grant Summary

Subtotal: The balance prior to any available grant is applied.

Grant Credit: Reflects the amount that will be applied from the grant.

Total: Reflects the shared maintenance fee for the items that were received with this order and is the total amount that needs to be paid.

### Note(s):

If your organization receives a delivery it will be included in your invoice.

## Grant Opportunities

Golden Harvest Food Bank strives to support our Partner Agencies through various grant opportunities that come available, including the National Emergency Food and Shelter Program (EFSP) funding. Some grants target a specific service area, while others are available to all on a first come, first serve basis throughout our 25 counties.

All grants that become available to our Partner Agencies need to be spent within 6 months of receiving the grant award. There are exceptions to grants that are specific to capacity expansion in which case the funds will be spent within 30 days.

We may ask our Community Partners to submit letters of thanks, statements of need, and or impact statements. We will provide templates for formatting any written materials requested. Below is an example of a grant that has been applied to an invoice.

Signature: \_\_\_\_\_

|                      |          |
|----------------------|----------|
| Subtotal:            | 237.08   |
| Grant Credit:        | -110.95  |
| Total \$:            | 126.13   |
| Total Gross Weight:  | 2,475.71 |
| <b>Grant Summary</b> |          |
| EFSP Richmond:       | 110.95   |



**Grant Applied**

## Community Partner (Agency) Marketplace General Guidelines

Due to COVID 19, The Georgia (Agency) Marketplace is closed

## South Carolina Community Partner (Agency) Marketplace Guidelines

- To allow all Agencies equal access to products, appointments are required for shopping in the Community Partner (Agency) Marketplace.  
Shelf-stable items are available in the Community Partner (Agency) Marketplace in cases. Please do not open cases. If you need more information about a product in a case, please ask a Golden Harvest Food Bank team member for assistance. Opening cases may lead to your organization losing the privilege of shopping in the Market Place
- All orders that are placed online include 30 minutes to shop in the Community Partner (Agency) Marketplace.
- If your organization does not have an order, you will need to choose an appointment online to shop in the Community Partner (Agency) Marketplace and select **1111111** for the item number
- Please arrive promptly for your scheduled appointment. All appointments are 30 minutes in length, and you are only permitted to shop during your timeslot

### *Aiken Appointments are available:*

Monday - Thursday

8:30-11:30 am. & 1:30 – 2:30 p.m.

### *Aiken Agency Market Payment Methods*

Community Partners must have a separate check for all Marketplace purchases. This check must be an organization check; personal checks will not be accepted

### *Warehouse Policy*

We want to ensure that our agencies receive effective and efficient service while complying with all OSHA (Occupational Safety and Health Administration) requirements. Golden Harvest Food Bank is a tobacco-free campus. Please do not use tobacco products in the warehouse or anywhere in the building

Please adhere to the following guidelines when visiting the Golden Harvest Food Bank.

- All persons entering the warehouse must wear a shirt and closed-toe shoes. No sandals or flip-flops are allowed.
- For your safety and the safety of our staff, please remain within the designated waiting areas unless given permission by Golden Harvest Food Bank Management
- Upon arriving at the warehouse, please park in the designated parking area
- Check in at the registration desk
- Your organization name will be called when your order is ready for the tech to load your vehicle
  - If you arrive early, we cannot guarantee that we can load you early. We respect everyone's appointment times and will serve each with great care
  - If you are on-site and miss your appointment time, there is a chance you will have to reschedule your pick-up as we will honor the appointment times for those that are present when called to load
- Sign your invoice
- Pay with an organization check; personal checks will not be accepted

## *Order Verification Process*

All orders that are picked up or delivered must be verified the same day. Any discrepancies that are found will need to be reported via email within 24 hours of the delivery or pick-up. Any overages will be picked up by Golden Harvest Food Bank unless the agency decides to keep the items that were in excess. If the agency chooses to keep the overages, they will be billed for these items.

Community Partners who did not receive an item and were billed for the item will receive an agency credit for the missing item(s).

Items that were damaged upon pick-up or delivery must also be reported within 24 hours. Please take pictures of the items and send via email. The Community Partner may also return the damaged item(s). If the damaged contents exceed a case, your organization will receive like product or a credit for damaged items.

## *Forklift Loading*

Forklift loading of orders is available. Please make sure your vehicle is appropriate for forklift loading. If you are in doubt, please contact the Warehouse Manager to arrange an inspection of your vehicle. Golden Harvest Food Bank is not responsible for damage to personal or organization vehicles incurred by forklift loading.

## *Pick-Up*

Partner Agencies are responsible for the safe handling and transportation of all products received from Golden Harvest Food Bank or its affiliates. The Food Bank reserves the right to not allow an inappropriate vehicle to be loaded or depart from the warehouse. Failure to transport products in a clean, safe, and responsible manner may result in suspension of your partnership.

## *Delivery*

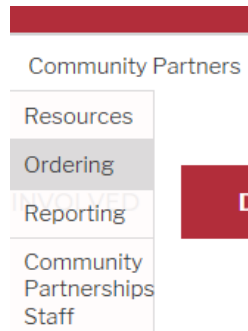
Delivery is available if there are open slots on the route. All deliveries must be pre-approved. Orders must be placed at a minimum of every 60 days and requires a minimum delivery of 1,000 lbs. Agencies are required to have volunteers and or staff to unload the products from the truck. Drivers are not required to assist with unloading. The cost of delivery is based on weight of the order and the distance from the Food Bank. This cost will be included with your order.

**Agency Director will be the one point of contact with GHFB Operations department regarding deliveries and will provide their cellular phone number and remain accessible to GHFB on the day of delivery. The agency director is responsible for coordinating and communicating with staff and volunteers assigned to delivery receiving.**

## Golden Express: Our Online Ordering System

Please ensure that your order is placed in a timely manner. If you are experiencing difficulties placing your online order, please notify someone in the Community Partnerships Department and we will be happy to assist you! Below follow the steps to ensure your order has been completed.

1. Go to [www.goldenharvest.org](http://www.goldenharvest.org) and click on “Community Partners” then “Ordering”



2. Enter the agency number that has been provided to you for the user name, the password, & program code followed by your agency number

User Name: \_\_\_\_\_  
Password: change12  
Program Code: 0005p\_\_\_\_\_

A screenshot of a login page. At the top is a grey header with the word 'Login'. Below it are three input fields. The first is labeled 'User Name:' and has the placeholder text 'Agency Number Here'. The second is labeled 'Password:' and has a red asterisk followed by a blue link '\*Forgot Password?'. The third is labeled 'Program Code:' and has the placeholder text '0005pAgency Number' and a blue link 'Forgot Program Code?'. Below these fields is a checkbox with a green checkmark and the text 'Remember me next time.'. Below that is the text 'Need to clear your username and program code?' followed by a blue link 'Click Here'. At the bottom is a yellow button with the text 'Log In'.

3. To view items available on-line click on the “Order Options” tab and choose “Shopping List”



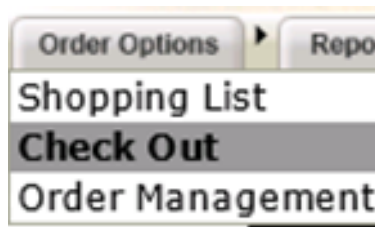


Be sure to add items to your cart before you go to the next page.



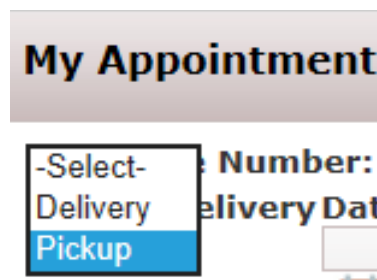
**Note:** The items you request will not automatically save, you must hit the “add to cart” icon

4. When finished shopping click on “check out”.



5. To finalize your order, you will need to fill out the “My Appointment” box.

- a. In the “My Appointment” box choose “Pickup” if you are picking up from the warehouse or choose “DELIVERY” if your order is being delivered. All deliveries must be **pre-approved**.



- b. Click the calendar icon



- c. Click on the highlighted date that you would like the order to be picked up.

All pre-approved deliveries have pre-determined delivery dates based on the route for your area. Agencies that have been approved will be sent delivery dates and a time to choose when placing orders

### My Appointment

Reference Number: **P03835768**

Pickup/Delivery Date:  Time:

Comment (Please limit comment to 150 characters, no special characters (&, <, >, ", ', ). Anything over 150 characters will be cut when PO is updated or submitted.)

July 2020

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
|    |    |    | 1  | 2  | 3  | 4  |
| 5  | 6  | 7  | 8  | 9  | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 |    |

Shopping Cart

- c. Click the clock icon and click on time.

### My Appointment

Reference Number: **P03835768**

Pickup/Delivery Date:  Time:

Comment (Please limit comment to 150 characters, no special characters (&, <, >, ", ', ). Anything over 150 characters will be cut when PO is updated or submitted.)

07/14/2020

08:45 AM ☐ 11:00 AM ☐ 02:15 PM ☐

09:45 AM ☐ 01:15 PM ☐ 02:30 PM ☐

10:15 AM ☐ 01:30 PM ☐ 02:45 PM ☐

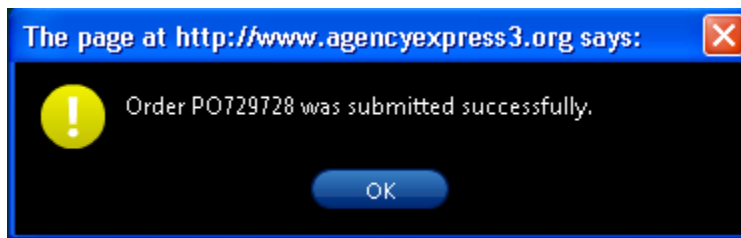
10:30 AM ☐ 01:45 PM ☐ 03:00 PM ☐

10:45 AM ☐ 02:00 PM ☐

6. When you are satisfied with order click on the "Submit Cart" icon.



**Note:** A confirmation will appear that your order has been successfully submitted.





7. To go back and view orders that have been placed or to check the status of your order go to the “Order Options” tab and click on “Order Management”.



8. In “Order Management” you can check the status of an order, weight, total cost and will be able to reprint a copy of an invoice.




**Note:** Your order has not been submitted to Golden Harvest until it shows up in Order Management. *Please go back and check the status of your order to ensure your order has gone through and it has been acknowledged.*

| Order Management  |                                  |                            |                        |                              |                             |                                      |                              |                               |
|---|----------------------------------|----------------------------|------------------------|------------------------------|-----------------------------|--------------------------------------|------------------------------|-------------------------------|
|   | <a href="#">Reference Number</a> | <a href="#">Created By</a> | <a href="#">Status</a> | <a href="#">Gross Weight</a> | <a href="#">Total Price</a> | <a href="#">Pickup/Delivery Date</a> | <a href="#">Admin Edited</a> | <a href="#">Modified Date</a> |
|   | PO3833258                        |                            | Acknowledged           | 2,730.00                     | \$0.00                      | 07/16/2020                           |                              | 07/01/2020                    |

### Status Codes:

|                    |   |
|--------------------|---|
| Draft:             | Any order that has not been submitted   |
| New Order:         | A recent order has been created by your agency  |
| Sent to Food Bank: | The order has been sent to Golden Harvest   |
| Acknowledged:      | The order has been accepted and can be edited by your agency if necessary. Please note that when editing an existing order, this could affect the original order. Please contact us for assistance. |
| Rejected:          | The order has <u>not</u> been processed. Please contact Amanda Gaines at (706) 736-1199 ext. 215 or Tonya Cowart (706) 736-1199 ext. 224 for assistance.  |
| Released:          | Your order is ready for pick-up or delivery   |
| Invoiced:          | The order has been picked up or delivered to your agency  |

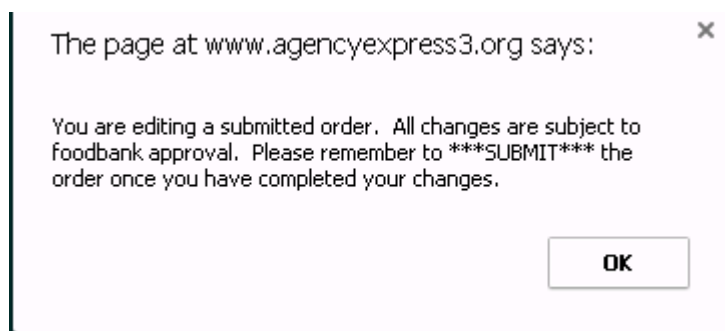
### *How to Edit an Existing Order*

| Order Management  |                                  |   |                        |                              |                             |                                      |                              |                               |
|---|----------------------------------|---|------------------------|------------------------------|-----------------------------|--------------------------------------|------------------------------|-------------------------------|
|   | <a href="#">Reference Number</a> | <a href="#">Created By</a>  | <a href="#">Status</a> | <a href="#">Gross Weight</a> | <a href="#">Total Price</a> | <a href="#">Pickup/Delivery Date</a> | <a href="#">Admin Edited</a> | <a href="#">Modified Date</a> |
|   | PO2210379                        |  | Acknowledged           | 8.00                         | \$1.52                      | 09/11/2015                           |                              | 08/28/2015                    |
|    |                                  |   |                        |                              |                             |                                      |                              |                               |

Go to Order Management to check the status of your order.  
Acknowledged means you have the opportunity to make changes to your order.  
The pencil next to the reference number means you can edit your order.

Click on the pencil.

Before editing an order a warning message appears:



Click ok.

Add or delete items as needed.

Update your cart

Submit your cart.

You may continue to add or delete items using these steps as long as the pencil appears.

### *Missed Appointments*

Community Partners must contact the distribution center in their area within 48 hours to reschedule their missed appointment to avoid a change in their status and/or a restocking fee.

Any orders not picked up within 2 weeks (or before end of the month inventory) will be assessed a restocking fee.

### *Client Intake*

Asking for help is difficult, especially when it is for something as basic and personal as feeding one's family. When they get to you, your clients almost certainly will be frightened, frustrated, and embarrassed. In addition to providing them with food, you can reach out to them with a kindness and respect that can make all the difference in their lives. Oftentimes, a kind word means just as much as a box of food.

As your organization is striving to assist the client, please be mindful that the client may need additional food and is permitted to visit multiple agencies to receive food. This should not deter the service that your organization is providing.

Here are some ways to make sure your clients feel respected, cared for, and helped as they navigate a difficult time in their lives:

- Make your clients feel welcome
- Share additional resources that are available in the community
- During the interview process, be sure to offer assistance in completing the application and ask questions that are relevant to the client receiving food.
  - Name, Address, and Phone number (In case of a recall)
  - How many people in the household?
  - How many over 60 years of age?
  - How many under 18 years of age?

### *Client Eligibility*

As a Community Partner you agree to provide food assistance to clients the first time they visit, with or without a valid ID.

Any Non-TEFAP participating Community Partner who desires to request additional information from the client may do so if they adhere to the following:

- Request approval of the desired form of documentation from the Golden Harvest Food Bank Community Partnerships Team

- Once the desired checklist of acceptable items is approved, the Community Partner must post this in an area that is visible to the client and state it on their answering service or via phone
- We reserve the right to approve or deny any document request IF we feel it to be discriminatory or unreasonable

**Note: Partner Agencies that request Social Security cards as a form of identification may not refuse service if the client does not want to provide it.**



## Community Partner Monitoring Review

To ensure that we as a network are providing a high standard of excellence in our service to the hungry, every Community Partner of the network is required to comply with a review by a Golden Harvest Food Bank staff member. These site reviews are required by Feeding America and our government partnerships. Golden Harvest Food Bank may also conduct unscheduled visits during normal hours of operation. It is mandatory that your main contact and/or the program director be present during scheduled monitoring reviews. During our visit, we will discuss and view the following:

- Posted Hours of Operation
- Storage area(s)
- Meal Preparation and or distribution method
- Pest Control
- Temperature logs
- Record keeping

| All Partner Agencies                 | All Partner Agencies                 | TEFAP Participating Agencies must also provide and/or display | GNAP Participating Agencies must also provide and/or display | Retail Participating Agencies must also provide and/or display |
|--------------------------------------|--------------------------------------|---|--|--|
| Interview Forms (Food Pantries Only) | Daily Log Sheet (Food Pantries only) | Justice for All Poster  | GNAP Signage   | Retail Agreement   |
| Menu (On-Site Agencies Only)         | Monthly Reports                      | Non-Discrimination Statement                                  | GNAP Agreement   | Poundage Logs  |
| Invoices                             | GHFB Agreement                       | TEFAP Agreement   |  | Scale  |
| Food Safety or SERV safe® Training   | Volunteer Training Log               |   |  |  |
| Civil Rights Training                |                                      |   |  |  |

## Suspension Policy

There are rules and regulations we must follow to obtain food through Feeding America and from our donors. There are additional requirements to participate in TEFAP and/or GNAP.

A Community Partner may be suspended for any of the following:

- Missed or late monthly reports
  - Agencies that do not report have opted out of their ability to obtain any food or product from Golden Harvest Food Bank until reporting has been submitted
  - Agencies that report late or do not report 3 months in a fiscal year (October – September) have indicated a need for retraining & all services will be put

on hold until the Community Partner re-enters the program through orientation and re-training

- Agencies that do not report their retail rescue on the 28<sup>th</sup> of the month, opt out of their privilege to purchase any product from Golden Harvest Food Bank until their reports are submitted

- Unfavorable Community Partner Monitoring Review
- Non-payment or Returned Checks
- Missed Appointments
- Breach of the Community Partner Agreement

Suspensions are determined jointly by the Community Partnerships Director and the Community Partnerships Coordinators. Upon being suspended, the Community Partner is notified via email or a letter based on the current information provided to GHFB by the Community Partner.

### *Termination Policy*

A Community Partner will be immediately terminated for any of the following:

- Loss of an IRS 501(c)3 or church exemption
- Selling, exchanging, bartering, or charging a fee of any kind specifically for product received via Golden Harvest Food Bank
- Giving food or other products received via Golden Harvest Food Bank including the Retail Donation Program, to any unauthorized organizations or people including staff for their personal use and/or fundraising
- Discrimination
- Endangering food
- Three or more returned checks in a 12-month period

Terminations are determined jointly by the Community Partnerships Director and Golden Harvest Food Bank's Executive Director. Upon being terminated, the Community Partner is immediately notified.

### *Monthly Reporting*

We rely on our Partner Agencies to provide us with information in a timely manner. These reports are extremely important to our ability to acquire funding to purchase food at significantly reduced prices for our valued Partner Agencies. We are required to provide this data to Federal and State entities and Feeding America. In addition, we provide the information from your reports to our community – including donors – to show the impact our partners are making in the many lives we touch.

**Monthly Report is due by the 1<sup>st</sup> of each month.** Submit report online via our website at [www.goldenharvest.org](http://www.goldenharvest.org) – This will include totals from your Partner organization’s distribution in the preceding month.

For example, a May report would be due by June 1<sup>st</sup>. If your organization does not have a distribution for that month, please submit a report reflecting 0’s in each reporting section.

- Late reports at any time, result in your organization opting out of the ability to obtain any product or access to shopping areas until the report is received
  - There will be a 3-day grace period before the report is deemed late.
  - Monthly reports NOT submitted by the 3<sup>rd</sup> day of each month will result in suspension of service access
- Agencies that report late or do not report 3 months in a fiscal year (October – September) have indicated a need for retraining & all services will be put on hold until the organization re-enters the program through orientation and re-training
- **Agencies MUST submit Retail Rescue Reports BEFORE entering their Monthly Report**

### ***Retail Rescue Reporting***

**Retail Reporting for all retailers a community partner picks up for is due by the 28<sup>TH</sup> DAY of each month.** Submit report online via our website at [www.goldenharvest.org](http://www.goldenharvest.org) which will include totals from your organization’s pick up for the previous month, from **each** retailer where your organization picks up product.

- **Agencies MUST submit Retail Rescue Reports BEFORE entering their Monthly Report**
- Late reports at any time, result in your organization opting out of the ability to obtain any product or access to shopping areas until the report is received  
(THERE IS NO 3 DAY GRACE PERIOD FOR RETAIL RESCUE REPORT DEADLINE)
- Agencies that report late or do not submit report 3 months in a fiscal year (October – September) have indicated a need for retraining & all services will be put on hold until the organization re-enters the program through orientation and re-training

## ***Recertification***

Each year, Partner Agencies pay annual recertification fee of \$50.00 and complete a new agreement. The new fiscal year for Golden Harvest begins Oct. 1 each year.

Recertification of a community partner is not automatic. It is a process by which each Community Partner's Agreement will be individually reviewed.

The Agreement must be submitted to the Community Partnerships Department with all required documents by the stated deadline. The Agreement will not be approved until all required documents are submitted and the partner has attended annual training. The Agreement will be reviewed and signed by Golden Harvest Food Bank, scanned to our files, and emailed to you by your Community Partnerships Coordinator. You will not receive a hard copy as we have converted to a paperless system. Recertification documentation must be received by GHFB, in full by stated deadlines for Community Partner's status to remain active to be able to have access to food and non-food items.

## Community Partnerships Team

| NAME                               | Job Title                                  | Contact Info   |
|------------------------------------|--|--|
| Open Position                      | Director of Community Partnerships         |  |
| <b>Georgia Coordinators</b>        |  |  |
| Kimberly Robinson                  | Community Partnerships Coordinator/Trainer | 706-736-1199 X 219<br><a href="mailto:krobinson@goldenharvest.org">krobinson@goldenharvest.org</a> |
| Kimberly Jackson                   | Community Partnerships Programs Manager    | 706-736-1199 X 216   |
| Casey Cochran                      | GA SNAP Coordinator                        | 706-736-1199 X 207<br><a href="mailto:ccochran@goldenharvest.org">ccochran@goldenharvest.org</a>   |
| <b>South Carolina Coordinators</b> |  |  |
| Rita Stevens                       | Community Partnerships Coordinator         | 803-642-2912<br><a href="mailto:rstevens@goldenharvest.org">rstevens@goldenharvest.org</a>         |
| LaQuandra Hammond                  | SC SNAP Coordinator                        | 803-293-8888<br><a href="mailto:hammond@goldenharvest.org">hammond@goldenharvest.org</a>           |

### Additional Staff Contacts:

| NAME            | Job Title   | Contact Info   |
|-----------------|---|--|
| Amy Brietmann   | Executive Director  | (706) 736-1199 X 211<br><a href="mailto:abrietmann@goldenharvest.org">abrietmann@goldenharvest.org</a> |
| Damien Curry    | Director of Finance                                       | (706) 736-1199 X 209<br><a href="mailto:dcurry@goldenharvest.org">dcurry@goldenharvest.org</a>         |
| Norman Stafford | Director of Operations                                    | (706) 736-1199 X 234<br><a href="mailto:nstafford@goldenharvest.org">nstafford@goldenharvest.org</a>   |
| Craig Garner    | GA Logistics & Warehouse Manager                          | (706) 736-1199 X 205<br><a href="mailto:cgarner@goldenharvest.org">cgarner@goldenharvest.org</a>       |
| Larry Newsome   | Food Solicitor  | (706) 736-1199 X 220<br><a href="mailto:lnewsome@goldenharvest.org">lnewsome@goldenharvest.org</a>     |
| Anna Logan      | Health & Nutrition Manager                                | (706) 736-1199 X 246<br><a href="mailto:alogan@goldenharvest.org">alogan@goldenharvest.org</a>         |
| Tonya Cowart    | Augusta Distribution Center Coordinator                   | (706) 736-1199 X 224<br><a href="mailto:tcowart@goldenharvest.org">tcowart@goldenharvest.org</a>       |
| Amanda Gaines   | Agency Accounts Specialist                                | (706) 736-1199 X 215   |
| Benita Garnett  | Front Office Coordinator                                  | (706) 736-1199 X 201   |
| Tammy Jackson   | Data Analyst/Grant Coordinator                            | (706) 736-1199 X 218   |
| Grace Renken    | Aiken Warehouse Manager/SC Community Partnerships Manager | (803) 642-2912<br><a href="mailto:grenken@goldenharvest.org">grenken@goldenharvest.org</a>             |