

# Shared Harvest Foodbank, FFY 2019 Regional Plan for Local Distributors

## Definitions

For purposes of this plan, Shared Harvest Foodbank, Inc. (SHF) defines our terms as follows:

**Regional Agent (RA):** An organization which contracts with the Ohio Department of Job & Family Services (ODJFS) to receive commodities directly from the United States Department of Agriculture (USDA); to distribute TEFAP commodities to Sub-Regional Agents (SRA) or Local Distributor (LD) in the RA's defined service region; and to administer the Emergency Food Assistance Program (EFAP) according to this regional plan and the Ohio Food Programs Manual.

**Local Distributor (LD):** A private or public 501(c)3 organization which contracts with an RA or SubRA to receive and distribute commodities to eligible persons, such as a food pantry, soup kitchen or shelter.

**Food Pantry:** A part of a foodbank network that distributes food and grocery products to low-income households, including food from sources other than USDA, to relieve situations of emergency and distress. It is housed in a standing facility that distributes commodities, among other food and grocery products, on a regular basis.

**Choice Pantry:** A food pantry that allows clients a choice in determining the groceries received at the food pantry. The method of allowing client choice may vary based on product availability and/or limited physical space at the pantry.

**Full Service:** Client has access to all foods available from the LD at least once per month.

**Household:** A single person or group of related or non-related individuals living as one economic unit who buy and cook food together.

**Households With Minor Children:** A group of related or non-related individuals living as one economic unit, with children aged 0 – 17 years old, who buy and cook food together.

**Households Without Minor Children:** A single person or group of related or non-related individuals, with no one under the age of 18, living as one economic unit who buy and cook food together.

**Homeless Shelter:** A facility that is part of a foodbank network providing temporary or transitional shelter for homeless individuals and families in general or for specific group populations (i.e. battered women, run-away youth).

**Partial Service:** Only produce, bakery, excess inventory or difficult to move products are available to clients as often as the LD allows.

**Soup Kitchen:** A facility that is part of a foodbank network that is a clean, secure environment that offers prepared meals free of charge to predominately needy people. Soup Kitchens serve nutritious meals in a congregate setting or take-home meals

without charge, for homeless persons, transient persons and/or others in need.

## Acronyms:

**TEFAP:** The Emergency Food Assistance Program which provides USDA commodities for distribution to LD's providing food to eligible program participants.

**OFP:** Ohio Food Purchase which provides food commodities purchased through a state funded program to LD's providing food to eligible program participants.

**ACP:** Agriculture Clearance Program which provides fresh produce purchased through a state funded program to LD's providing food to eligible program participants.

**VCM:** Virtual Case Manager which is a web based central registration and referral software program LD's may use for the electronically keeping the required client records of TEFAP, OFP and ACP.

## THE PLAN

### Allocations

SHF may receive up to 5.13% of the TEFAP commodities allocated to the State of Ohio. In order to insure equitable distribution of those commodities, we have developed an allocation system using the same formula ODJFS uses to allocate commodities to this region, based on the population living at or below 200% of the poverty level

### Shared Harvest Foodbank Region's County Share:

County	200% Pop	% Share
BUTLER	104341	52.67%
DARKE	18715	9.45%
MIAMI	32307	16.31%
PREBLE	6938	3.50%
WARREN	35816	18.08%

TEFAP and OFP Commodities will be allocated to LDs. SHF has developed an allocation formula for each LD in the counties SHF serves based on that LD's percentage of service in the county in which the LD resides, which designates each LD as extra small, small, medium, large or extra-large.

### LD Contractor Eligibility

All LD's, served by the RA must meet the following contractor eligibility:

**Food Pantries:** TEFAP & OFP commodities are to be incorporated into the food pantry inventory and provided to all eligible persons as part of the food package. **TEFAP & OFP commodities are not to be the singular source of food supply at a pantry.** Other sources of food may include foodbanks, donated food, food drives or food purchase

programs. All Food Pantries are encouraged to establish a client choice model of distribution.

Food pantries receiving TEFAP & OFP commodities must allow clients to access to all food available, at a minimum of once a month to be counted as a full service, or until such time the client no longer needs to visit a food pantry. **A once-a-month give-away of only TEFAP & OFP commodities is prohibited.** *A once-a-month food give-away that includes TEFAP & OFP commodities as part of the food package is discouraged.* Pantries should establish regular hours of operation (at least one day each week) and set procedures for referral and/or on-call access. Pantries should prominently post at the entrance their days and hours of operation, what information the client is required to provide and what geographic area the pantry serves. This policy will help to eliminate confusion and maintain a statewide minimum level of service.

*Soup Kitchens/Shelters:* These LD's must provide regularly scheduled on-site or home-delivered meals which may use TEFAP & OFP commodities in the meal preparation. **TEFAP & OFP commodities must not be the singular source of food supply at a meal site.** Other sources may include foodbanks, donated food, food drives or food purchase programs. Soup Kitchens may be open to the general public or be located in a shelter that provides meals to only sheltered individuals or families. **They may provide up to three regularly scheduled meals and a snack each day but must provide at least one complete meal each day they are open.** Soup Kitchens and Shelters should prominently post at the entrance their days and hours of operation or intake for sheltering, what information the client is required to provide and what geographic area the Soup Kitchen or Shelter serves.

LD's may choose to provide distributions of produce, bakery or other surplus items to clients as often as their inventory allows. This is considered a partial service. **This partial service must be tracked separately on the Eligibility to Take Food Home Form and reported separately on the monthly statistical report.**

### *Civil Rights Training*

The RA must conduct annual civil rights training for all LD's front-line staff and volunteers who have contact with the general public. Pursuant to this, SHF has developed a training module and will conduct 'Train the Trainer' sessions at the annual conference in FFY2019. This 'Train the Trainer' session will provide the necessary materials and information to train other staff and volunteers at the LD. **The LD is required to document staff and volunteer participation in and completion of the training by completing the Civil Rights Training Checklist.** Retain a copy of each signed checklist for the LD record and send a copy of the checklist (s) no later than June 30, 2019 by email or mail to the Community

Relations Director at [sarah@sharedharvest.org](mailto:sarah@sharedharvest.org) or Sarah Ormbrek Shared Harvest Foodbank, 5901 Dixie Highway, Fairfield, OH, 45014.

### *Transportation*

SHF has developed an annual delivery calendar, which establishes at least one delivery day each month for each county SHF serves except Butler. Butler County LD's may come into SHF to pick up their allocations or have their orders delivered. All other counties served by SHF have one central drop point where LD's in the county and/or neighboring counties will meet SHF trucks to pick up their allocations. The centralized drop points are a free delivery. SHF also offers delivery direct to the LD for a \$65 drop charge if the order is 650 pounds or larger. Direct Deliveries should be scheduled through Sarah Ormbrek or Darrell Sandlin at 513-874-0114 or 800-352-3663 and are subject to availability.

### *Notices of Allocations*

Each LD will receive an allocation spreadsheet the third or fourth week of the month (by email) for the following month's allocation of commodities. The spreadsheet will detail the delivery date and the number of cases of each type of product each LD will be allowed to order for the next month. The LD is not required to order all of the allocations each month but cannot order more than what is allocated.

From 3:30p on the last business day of the month through the 20<sup>th</sup> of the upcoming month (up to 3 business days prior to pick up or delivery), the LD can confirm allocations online while placing their regular order by going to [www.sharedharvest.org](http://www.sharedharvest.org), select 'Members' from the menu bar, select 'Primarius Web Windows' from the drop-down menu. A dialog box will appear asking for a login. Please use log in information given to you at time of your training (should you forget your login information, please contact Sarah or Darrell at 513-874-0114).

On the top right-hand side of the home page, click 'Order Entry', and then follow the onscreen directions. The number to the right of the data input field shows the organizations TEFAP & OFP allocations. Input the number of cases of each type of product, and follow instructions on the screen at the bottom to continue.

Due to the highly perishable nature of ACP produce, ACP will not be allocated to LDs. SHF may from time to time call an LD and offer ACP produce. The LD will be responsible for transporting any ACP produce they may want from SHF within 24 hours of acceptance. The LD can call Rick Devine, Operations Manager at 800-352-3663 or 513-874-0114 after 9:30 am the day before a scheduled pick up or delivery of their order to determine if there is produce available that can be added to their order. Additionally, the LD can request to be on the Mobile Produce Market route, subject to availability of

location to accommodate the truck, volunteers to help with the distribution and available truck time.

### *TEFAP & OFP Commodity Receipt and Storage*

**Receipting:** LD will check commodities for damage at time of receipt. LD will count commodities at time of receipt and verify the amount shown on the RA's invoice. If a discrepancy is found, LD will notify RA within 48 hours of receipt of the product.

**Storage:** When physical delivery of TEFAP & OFP food product is taken, the LD assumes responsibility for the safekeeping of product. Premature deterioration of food products is often the result of improper storage conditions and practices.

**LD's should make every effort to distribute allocated TEFAP & OFP commodities in a timely fashion. LD's should be able to distribute each month's allocation of food before receiving the next month's allocation. However, allocations received in one month must be distributed within 60 days of receipt.**

Every effort must be made to reduce loss due to spoilage, pest infestation and theft by following accepted warehousing and storage methods.

**Temperature logs should be maintained for all storage areas, including freezer, cooler and dry.** The log should document the date and time, the registered temperature, signature or initials of person checking the temperatures and any actions taken if temperatures are found to be out of range. **Temperatures for all storage areas should be checked and documented daily if you are there, but not less than three times per week.** This log is an important document to support the on going maintenance of proper storage conditions. See attached Daily Temperature Record.

LD must maintain a good pest control system with a qualified person on staff or contract with a licensed firm to handle pest control management.

To assure the quality and freshness of TEFAP & OFP food products, the inventory practice of First In/First Out (FIFO) must be followed. Food must be stored so cases with the oldest pack dates are used first. All TEFAP food products have the pack date on the cases.

LD may date the cases of product based on their receipt date as an easy way to keep track of the FIFO inventory requirements.

Commodities must be stored pursuant to all federal, state and local health codes. In addition:

Dry food products must be stored:

- At 50 - 70 degrees F.
- Away from direct sunlight.

- A minimum of 4" off the floor.
- At least 4" away from walls.
- Stacked on shelving or pallets
- Non-Food is to be stored separately from food, or at the minimum, stored below food products on shelving or in cabinets.
- Storage area must be clean, secure and inspected regularly.
- Stacked or shelved away from potential damage by heat, steam or water.
- Thermometers must be visible and functional.

Refrigerated Food products must be:

- Refrigerated at temperatures of 35 - 40 degrees F.
- Stored to allow for proper air circulation.
- In a refrigerator that is clean and inspected on a regular basis.
- Thermometers must be visible and functional.

Frozen food products must be:

- Stored in freezer that can maintain a temperature at 0 degrees Fahrenheit or below.
- Stored to allow for proper air circulation.
- Stored in a freezer unit that is clean, secure and regularly inspected.
- Thermometers must be visible and functional.

### *Shared Maintenance Contribution*

All TEFAP commodities SHF distributes directly to LD's will carry a 0¢ to 10¢ per pound charge. The charges will be detailed on the allocation spread sheet emailed each month or on the website as LD's confirm their orders or on the invoice at time of receipt. OFP commodities and ACP produce will be distributed at no charge.

### *Client Eligibility*

Eligibility for receipt of a food package containing TEFAP & OFP commodities or distribution of ACP produce is established at 200% of the current federal poverty level as formulated by the United States Department of Health and Human Services. **No proof of income is required.** Clients must provide a picture ID and show proof of residency. Clients must sign an Eligibility to Take Food Home Form. (See VCM section for electronic requirements.) LD is not liable for in-eligible clients who receive a federal food benefit by improperly self-declaring eligibility. **These guidelines change from year to year, so the LD should check the effective dates on the forms to be sure they are using the current form.**

A new program to conceal the home address of an Ohioan who fears for their safety was implemented by the Ohio Secretary of State. Substitute House Bill 359 created an address confidentiality program called "Safe at Home" that

allows victims of domestic violence, stalking, human trafficking, rape or sexual battery to apply to the Secretary of State for a temporary address to serve as their mailing address. When an individual shows a copy of their Safe at Home Participant Card to substantiate their residency, the LD must use the address designated by the Secretary of State as the program participant's mailing address and accept self-attestation as to the individual's residency within the service area; no other information regarding that person's address or residency may be required. For more information about this program please contact Sarah Ormbrek at 513-874-0114

In documenting household size or composition, LD's should remind clients that the entire (single or multiple family) household income must be considered when the client certifies household income eligibility. **Proof of family size or household composition is prohibited.**

Clients do not have to **prove** their income eligibility, with any type of documentation **or provide their social security number**. They can review the income eligibility guidelines and "self-declare" their eligibility as long as they sign The Eligibility to Take Food Home form. **Clients must sign The Eligibility to Take Food Home form each time they receive either federal or state funded food which includes TEFAP, OFP and ACP.** LD's must retain these records for five years.

#### *Eligibility to Take Food Home Form*

ALL pantries distributing TEFAP and/or state program food (OFP or ACP), must use the exact "Eligibility to Take Food Home" form as provided with this Regional Plan. If additional information is required for other programs or funders, a separate form should be used IN ADDITION to our form.

LD's are encouraged to utilize the desk guide provided by the RA to insure proper completion of the Eligibility to Take Food Home Form.

If LD uses the same form month to month, the information recorded on the form must be verified. If any information for the client's household has changed, a new Eligibility to Take Food Home form must be started. **Do not make changes on the current form.** File the form no longer being used with the client records.

If the LD is a soup kitchen or a shelter and uses TEFAP & OFP commodities or ACP produce in the meals served, clients do not have to sign for their meals but may at the LD's request, nor does this type of LD have to maintain any type of records on self-declaration of income. However, Soup Kitchens and Shelters must track the number of meals served and the number of people served at each meal.

Additionally, clients do not have to live in a community for a given period of time before they can receive TEFAP & OFP commodities or ACP Produce. Homeless persons or people who have just arrived in the area may not be able to provide an

address and cannot be refused TEFAP & OFP commodities or ACP Produce because they have no address.

If a client cannot sign their name on the Eligibility to Take Food Home form because of a disability, the client can place an X on the form in the signature line as long as a pantry staff or volunteer initial and date the form.

If the client is unable to pick up their own food due to a disability, they may appoint a proxy by providing a letter identifying the person they authorize as their proxy. The proxy must provide a picture ID for themselves and the client as well as proof of residency for the client for whom they are picking up food. The proxy can sign their name and write the word proxy after it. Be sure the proxy dates the form.

LD must maintain completed Eligibility to Take Food Home forms for a period of five years and develop a process for destroying those forms older than five years in a safe way to protect program participants information contained on the form.

LD's must display the 'And Justice for All' posters and the income guideline fliers in all three languages in their lobby or waiting area.

Any LD's that are religious organizations must also display 'The Emergency Food Assistance Program (TEFAP) – Written Notice of Applicant and Recipient Rights' in their lobby or waiting area.

#### *Virtual Case Manager*

If an LD chooses to utilize the Virtual Case Manager (VCM) or VESTA to maintain client records, services and referrals, and opts to add the web cam, scanner and electronic signature capability for the Eligibility to Take Food Home Form, the following waivers have been granted by ODFJS and the Ohio Association of Foodbanks:

**Waiver 1:** The requirement for a program participant to show picture identification each time they receive TEFAP, OFP or ACP foods. This requirement can only be waived if the LD utilizes the option to upload an image of the client into the electronic record.

**Waiver 2:** The regulation to allow client self-declaration of being under the income limit. The LD is permitted to ask for actual income amounts to be input into the electronic record, however, no proof of income will be required.

**Waiver 3:** Electronic signatures to the Eligibility to Take Food Home Form are allowed when LD's use the electronic signature pad available in the VCM or VESTA system.

The LD may issue bar-coded ID cards to each head of household registered in the VCM or VESTA system. This card (like an EBT card) is the client's pantry access card, presented and scanned when they request food, which brings up their electronic record.

Once all the information in the record is complete or verified, a food basket is provided. The VCM or VESTA auto populates all of the required information on the Eligibility to Take Food Home form based on the head of household in the system, and auto generates the date next to the client's signature line.

**The client reviews a laminated copy of the Eligibility to Take Food Home form itself.** The Eligibility to Take Food Home signature box appears on the computer screen and the client signs a signature pad. Each form can be signed 12 times.

However, if any information about the client has changed (like address or if a household member has aged into another age category) a new form will be generated, and the old form with all previous signatures will be e-archived in the clients record and the newly populated form is used for signatures until information has changed again – or all 12 lines have been completed or the form itself changes.

Any adult household member that is part of the participating household receiving TEFAP, OFP or ACP foods can sign their own name to the Eligibility to Take Food Home form provided they also list the relationship to the head of household (like spouse, brother, aunt...) because they are part of the client record which can be verified by looking at the record in VCM or VESTA.

The TEFAP, OFP or ACP participant unable to pick up their own food commodities may designate a proxy to pick up their food for them. The proxy must present the clients bar-coded pantry access card and a signed note authorizing the proxy to pick up food for them. The proxy authorization note can be scanned into the client's record and proxy signs their own name to the Eligibility to Take Food Home Form and writes the word 'proxy' after their signature. The proxy must present a picture ID to verify they are the person identified in the clients authorization note. This proxy signature can be verified by the authorization note which is now part of the client's electronic record.

**It is the LD's responsibility to verify client record information and/or complete the record in VCM or VESTA each time the client requests services.** The electronic Eligibility to Take Food Home form is part of the client record, not an individual agency record. Therefore, when the client visits any LD that uses VCM or VESTA they will be electronically signing the form that is part of their record. When the RA audits the electronic Eligibility to Take Food Home forms for a particular LD, any mistakes on the form for the time period being audited will be the responsibility of the LD that is being audited regardless of which LD instituted the original electronic client record.

If at any time VCM or VESTA is not fully functional, the LD must switch to using current paper Eligibility to Take Food Home forms and must follow all requirements as detailed in

section of regional plan titled: *Eligibility to Take Food Home Form*

#### *Distribution Guidelines*

LDs are not required to track how many cans, boxes or bags of TEFAP & OFP commodities or ACP Produce given to each client since the commodities are part of a bag of groceries provided. There are no TEFAP, OFP commodity or ACP Produce distribution guidelines, the LD may give as much or as little as deemed necessary to meet the clients need. Additionally, LDs may give TEFAP & OFP commodities or ACP Produce as many times as deemed necessary in a given month to the same person or family. The philosophy is to try to give the needy person or family as much as the LD reasonably can, to help them through the crisis that landed them in the LDs office in the first place.

#### *Loss or Damage of Commodities*

All instances of loss or damage of commodities in excess of two cases must be reported to the RA by telephone upon the discovery of the loss.

If the loss is due to spoilage, contamination or tampering and is 10% or more of the total commodities received that month:

- a. The product must be inspected by the local health department to determine if it is fit for human consumption. LD must submit the health departments report with a report of loss or damage.
- b. If disposal of the product is required, the LD will return all product found out of condition to the Regional Agent at the LD's expense.
- c. If the loss is due to theft, the LD will report the theft to the local police and submit a copy of the police report to the Regional Agent.
- d. If losses by LD exceed ten percent of the amount of commodities received within the month during which the loss occurred, and if the LD is at fault for the loss or damage, the RA may request reimbursement or replacement in-kind equivalent to the value of the lost or damaged commodities.

In any instance, the LD must provide the following information when reporting loss or damage of USDA commodities:

- Organization name, address, contact person and phone number.
- Product name, Sales Order Number and quantity affected. (The Sales Order number will look like this: 50000XXXXX. The 5 X's will be the numerical digits that identify the commodity.)
- Date damage/loss discovered.
- Explanation of damage/loss.
- Disposition of product.

#### *Statistical Reporting*

All LD's are required to submit statistical reports listing the number of **households with minor children, detailing the number of adults 60+ years, adults 18-59 years, children 0 to 17 years and total people; and households without minor children detailing the number of adults 60+ years, adults 18-59 years and total people; and total households served, adults 60+ years, adults 18-59 years, children 0 to 17 years and total people** served in pantries. A separate report is required for Full Service and Partial Service. Soup Kitchens and Shelters report the number of **people and meals** served.

These reports are due the 15<sup>th</sup> of the month following the month to which the report pertains. **Reports must be filed online through Primarius.**

If an LD chooses to utilize the Virtual Case Manager or VESTA to maintain client records, services and referrals, the electronically generated combo report can be used to complete the statistical report available in Primarius.

If the LD chooses to provide Partial Services in addition to Full Services, each can be set up in the VCM and VESTA to be electronically tracked separately by adding the service in the Agency Services section in the Administrative Tools. The LD can then select which service is being provided to clients and can select which service to run a combo report on.

**LD's that do not file their statistical reports on time may be put on product hold until reports are up to date.** SHF does not want to take punitive measures (like holding allocated product) against those LD's not submitting statistical reports in a timely fashion. However, the importance of reporting accurate numbers cannot be stressed enough. **To save this program for future years we must be able to prove its viability. This can only be done with the statistics of people and meals provided by this program.** You will be notified if you are falling behind on your statistics.

A copy of the Statistical Form is attached.

### *Ceasing Operations*

If an LD plans to cease operation for any reason they are required to notify SHF in writing 30 days prior to closing. Written notifications should include:

- a. Name of Organization
- b. Date of closure
- c. Plan to return unused TEFAP, OFP and/or ACP commodities to SHF including an inventory count and date of delivery or plan to transfer to another USDA contracted LD approved by RA with receipt signed by both parties.
- d. Plan to turn over five years of signed Eligibility to Take Food Home forms and the date of delivery.
- e. Upon the satisfactory completion of a – d listed above the RA may reimburse the LD for the portion of

inventory for which the LD had previously paid shared maintenance contributions if product is returned to RA.

### *Terminating Contract*

In certain instances, the RA may decide to immediately terminate the TEFAP contact. Those instances would include:

- a) RA discovers any illegal conduct by LD
- b) LD has violated any provision of section's 2 a. & b., 6, 8, 11 or 15 of the TEFAP Contract.

If the RA terminates the TEFAP Contract, a termination letter will be delivered at the time the RA appears at the LD to recover any TEFAP, OFP or ACP inventory and five years of records relating to the distribution of TEFAP, OFP or ACP commodities.

### *Monitoring*

SHF will conduct an annual site review of one third or 50 (whichever is fewer) of all LD's contracting directly with SHF.

Monitoring will include a review of inventory and storage, policies and guidelines, cleanliness, proper posting of required information, availability of current food programs manual, an audit of Eligibility to Take Food Home forms, pest and fire control, a review of temperature logs, civil rights training verification and other such items as may be required by USDA, ODJFS, the Ohio Association of Foodbanks or Feeding America.

### *Prohibited Activities*

Recipients may not be charged fees for commodities, nor may they be asked for donations of any type.

LD's will not display any type of donation canister in the area where clients are being served; nor distribute voluntary donation envelopes at meals sites or pantries.

Recipients will not be required to be a member of any organization or participate in any religious services or prayers as a condition for distribution or receipt of commodities.

Recipients will not be required to perform any services for LD, attend any meetings or classes as a condition for distribution or receipt of commodities.

Recipients will not be required to have a referral from any other entity as a condition for distribution or receipt of commodities.

LD's may not sell, exchange, use for personal gain or in any fraudulent manner any TEFAP & OFP or ACP commodities received by the RA.

LD's acknowledge that in accordance with Federal laws and USDA policy, they are prohibited from discriminating on the basis of race, color, religion, sex, sexual preference, age,

handicap, national origin, veteran's status, political affiliation, or ancestry

To file a complaint alleging discrimination, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at

[http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call **(866) 632-9992**.

Submit your completed form or letter to USDA by:

**mail:**

U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410

**fax:**

(202) 690-7442; or

**email:**

program.intake@usda.gov.

USDA is an equal opportunity provider and employer.

**Unless the LD is a soup kitchen or shelter, COMMODITIES MAY NOT BE OPENED OR ALTERED by any LD.**

### *Complaints*

USDA and RA makes every effort to ensure that commodities provided through TEFAP & OFP or ACP Produce are nutritious and of the highest quality. However, as in the food business, if there are concerns with the quality or safety of any commodity food, recipients may file a complaint.

ODJFS has developed a process (found in the Food Programs Manual) which is to be used by LD's when filing a complaint or receiving a commodity complaint by a program recipient. The complaint is to be submitted to RA, who will then forward the complaint to ODJFS. **If replacement product is being sought, you must keep the product until you have been notified what to do with it.**

The information needed to file the complaint is the:

- Sales Order Number
- Contract number (may be stenciled on the outer carton)
- A description of the problem
- Date the product was received
- Location of the product
- Quantity of product involved

The Sales Order number will be on the invoice you received with the commodity, or you can contact the RA to obtain it. USDA needs the Sales Order number to determine which vendor produced the product and to resolve the complaint. The Sales Order number will look like this: 50000XXXXX. The 5 X's will be the numerical digits that identify the commodity in question.

### *Authority*

SHF is granted authority to develop this plan by the State of Ohio, through The Ohio Department of Job & Family Services Food Programs Manual.

### *Listing of Attachments and Forms*

**Daily Temperature Record:** This form should be used to record your daily check of temperatures for all dry and cold storage areas.

**Statistical Report Form:** This form may be used as a tool to compile your report before submitting on Primarius

Copies of all forms are available from Shared Harvest Foodbank. For copies, please contact us at 513-874-0114 or 800-352-3663 if out of the Cincinnati calling area.