



FAQs FOR PARTNER AGENCIES

1. **Why is the Partner Agency Agreement being updated?**

Second Helpings Atlanta is updating the Partner Agency Agreement to align with current best practices, enhance operational efficiency, and ensure compliance with local, state, and federal regulations. These updates also aim to strengthen our food safety protocols and clarify the expectations and responsibilities of both SHA and our partner agencies.

2. **What are the key changes in the new agreement?**

- **Food Safety & Handling:** Introduction of detailed procedures for storage, distribution, and monitoring of cold storage.
- **Compliance Requirements:** Expanded requirements for annual reporting of client impact and adherence to IRS Tax Code 170(e)(3).
- **Volunteer Coordination:** Updated policies governing the interaction between SHA volunteers and partner agency staff during donation pickups and deliveries.
- **Marketing Guidelines:** Clarified requirements on how to display SHA's logo and acknowledgment of the partnership in public materials.
- **Scheduling & Reporting:** Defined protocols for communicating closures, scheduling deliveries, and accurately reporting donation weights.

3. **What is the deadline to review and sign the new agreement?**

The new agreement must be reviewed and signed by all partner agencies by **April 4, 2025**. Failure to return the signed agreement by this deadline may result in the temporary suspension of food donations until the agreement is completed.

4. **How can partner agencies access the new agreement?**

The agreement was attached to the email sent to all partner agencies. It can be completed electronically via **DocuSign** sent from Ricky Hyde at RickyHyde@secondhelpings.info.

5. What happens if a partner agency fails to return the signed agreement by the deadline?

If the signed agreement is not returned by the deadline, SHA will temporarily suspend food donations to the non-compliant partner agency until the agreement is submitted and processed.

6. Are there any training or informational sessions available to understand the new agreement better?

Yes, SHA is hosting virtual Q&A sessions on the following dates:

THURSDAY — APRIL 3, 2025 12:00 PM

Google Meet joining info

Video call link: <https://meet.google.com/sne-bmcp-bxv>

Or dial: (US) +1 224-585-8658 PIN: 234 003 842#

FRIDAY — APRIL 4, 2025 2:00 PM

Google Meet joining info

Video call link: <https://meet.google.com/pfy-dkdc-yfy>

Or dial: (US) +1 650-781-0996 PIN: 619 181 107#

TUESDAY — APRIL 8, 2025 2:00PM

Google Meet joining info

Video call link: <https://meet.google.com/jwj-jxrx-ezi>

Or dial: (US) +1 254-300-8836 PIN: 633 484 065#

WEDNESDAY — APRIL 9, 2025 10:00 AM

Google Meet joining info

Video call link: <https://meet.google.com/pkk-qing-ptf>

Or dial: (US) +1 413-276-7641 PIN: 697 783 624#

SATURDAY — APRIL 12, 2025 2:00 PM

Google Meet joining info

Video call link: <https://meet.google.com/jxg-ryeg-rex>

Or dial: (US) +1 504-517-6615 PIN: 572 610 595#

These sessions are designed to clarify any questions you may have about the new agreement and to assist with the transition.

7. Who can partner agencies contact for further questions or clarifications?

For any questions or further clarifications, please contact Ricky Hyde, *Director of Programs & Operations*, at RickyHyde@secondhelpings.info or Kwabena Nkromo,

Programs & Partnerships Coordinator, at kwabenankromo@secondhelpings.info. We are here to assist and ensure a smooth transition to the new agreement!

8. How should food donations be reported under the new agreement?

Partner agencies are required to report the weight of each donation to SHA immediately following receipt. This includes donations picked up directly by the partner agency as well as those delivered by SHA volunteers. Regular reporting helps maintain accurate records of the food distributed and assists in compliance and planning.

9. What are the consequences of non-compliance with the new agreement?

Non-compliance with the terms of the agreement can lead to a probation period of up to three months, during which the terms of the agreement must be met to avoid suspension. Continued non-compliance can result in suspension from receiving donations and, ultimately, termination of the agreement.

10. How can we make changes to our service area or delivery details under the new agreement?

Any changes to your service area or specific delivery details must be communicated to SHA's partner relations staff within five days of the change. This allows SHA to adjust logistics and ensure continuous and efficient service delivery.

11. Can partner agencies redistribute donated food to other organizations?

Redistribution of donated food to other organizations is allowed only on an ad hoc basis and must be reported to SHA within three days of redistribution, including the volume, type of donation, and the recipient organization's name. Regular redistribution or intent to redistribute as a standard practice requires written approval from SHA.

12. What steps should be taken if donated food is found to be unsuitable for distribution?

If a significant portion of a donation is found not to be in good condition, partner agencies must notify SHA immediately by calling the designated hotline. This allows SHA to address the issue with the donor and ensure the quality of future donations. Partner agencies are responsible for inspecting and sorting donations before distributing them to clients, adhering to safety and quality standards.