



HARVEST
HOPE

AGENCY PARTNER GUIDE



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SECTION 1: Welcome to the Harvest Hope Network!

WELCOME FROM THE CEO

Dear Agency Partner,

Thank you for joining us in the fight against hunger in South Carolina!

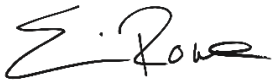
Being a part of Harvest Hope Food Bank's partner network means you are an integral part of helping to ensure our neighbors across 20 counties don't have to choose between utilities, medication, or food.

Serving others has always been important to me, and I am committed to continuously learning and growing Harvest Hope's efforts to best serve your organizations on the frontlines of the fight. From health and racial disparities, to food access and education, we are investing in our infrastructure and growing our programs to address the root causes of hunger.

With your dedication, we can end hunger in our communities. You are a valuable part of our team, and we appreciate all you do. If you ever have any questions, please don't hesitate to reach out to your Agency Relations Coordinator.

Together, we are building a hunger-free tomorrow across South Carolina.

In Service to Others,



Erinn Rowe

Chief Executive Officer

MISSION STATEMENT

Our mission is to transform lives in the communities we serve by feeding the hungry, addressing food insecurity and building a healthy and hopeful hunger-free tomorrow.

HISTORY OF HHFB

Harvest Hope Food Bank began in 1981 as the result of a shared vision of business leaders and the faith community, who set out to provide for the hungry in Columbia. Since then, Harvest Hope has increased its mission to feed the hungry across 20 counties in South Carolina.

THE BIG PICTURE

Below is the structure of how Feeding America, Harvest Hope Food Bank, and our agency partners all fit into the big picture with the goal of serving clients in need.



Feeding America & HHFB

The Feeding America network is the nation's largest domestic hunger-relief organization, working to connect people with food and end hunger. Donors, staff, and volunteers all play an important role in our efforts to end hunger in the United States.

Harvest Hope Food Bank is a member of Feeding America. Through a network of more than 200 food banks, Feeding America distributes food to 37 million hungry people each year. The network serves all 50 states, the District of Columbia and Puerto Rico.

Feeding America's mission is to advance change in America by ensuring equitable access to nutritious food for all in partnership with food banks, policymakers, supporters, and the communities we serve.

Feeding the Carolinas & HHFB

Feeding the Carolinas is a network of 10 Feeding America Food Banks in North and South Carolina working to solve hunger. The network unites member Food Banks to provide a healthy, adequate, and consistent food supply to every community every day. Feeding the Carolinas' member Food Banks support close to 4,000 local charitable agencies, which provide food directly to individuals and families in need. Feeding the Carolinas is a unified voice regarding hunger and food insecurity across this region.

Feeding the Carolina's mission is to engage, educate and unite to achieve food security for all in the Carolinas.

United States Department of Agriculture (USDA) & HHFB

The U.S. Department of Agriculture (USDA) is the federal agency that proposes programs and implements policies and regulations related to American farming, forestry, ranching, food quality, and nutrition.

President Abraham Lincoln founded the USDA in 1862, when about half of all Americans lived on farms.



The USDA is made up of 29 agencies and offices, which include valuable resources like the Forest Service, the Center for Nutrition Policy and Promotion, and the National Agricultural Library. Its programs help provide the following services, among others: broadband access in rural areas; disaster assistance to farmers, ranchers, and rural residents; soil, water, and other natural resource conservation to landowners; wildfire prevention; and agricultural research and statistics.

The USDA also is responsible for several social welfare programs, including: school meal nutrition; nutrition education; food assistance for women, infants, and children (WIC); and the food stamp program (Supplemental Nutrition Assistance Program, or SNAP).

USDA's vision is to provide economic opportunity through innovation, helping rural America to thrive; to promote agriculture production that better nourishes Americans while also helping feed others throughout the world; and to preserve our Nation's natural resources through conservation, restored forests, improved watersheds, and healthy private working lands.

South Carolina Department of Agriculture (SCDA) & HHFB

The South Carolina Department of Agriculture was established in 1879 to oversee and promote agriculture in the Palmetto State. With services as diverse as food safety inspections, entrepreneurship development, and the Certified South Carolina branding program, we help the state's farmers and agribusinesses grow and prosper.

The mission of the South Carolina Department of Agriculture is to promote and nurture the growth and development of South Carolina's agriculture industry and its related businesses while assuring the safety and security of the buying public.

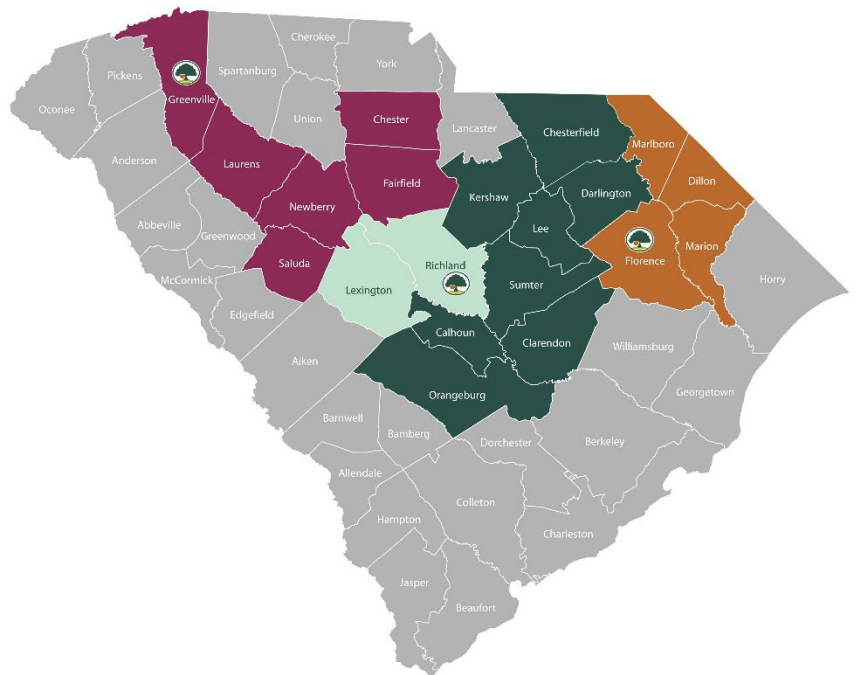


Food Sources

Through Feeding America, we receive donations from major manufacturers like General Mills, Inc., Kellogg Company, and Kraft Food, Inc. Feeding America also receives support from Target Corporation, Wal-Mart Stores, Inc., Food Lion, LLC, CVS Health Corp, and The Kroger Co. Local support comes from wholesalers, brokers, retailers, grocery stores, farmers, and many others. The Food Bank promotes community food drives with schools, grocers, letter carriers and religious, civic, and professional organizations, as well as many major businesses in our service area.

Who We Serve

Harvest Hope works on two fronts to prevent hunger in our state. We are a food bank, which means we collect, transport, and distribute nutritious food to food pantries, churches, shelters, and soup kitchens across the state. Harvest Hope also operates two emergency food pantries in Greenville and Columbia that directly provide food to anyone in need. Harvest Hope services 20 counties in South Carolina.



Listing of Partner Agencies

A complete list of our partner agencies can be found under

<https://www.harvesthope.org/get-help>.

Website

Our website is [harvesthope.org](https://www.harvesthope.org).

HHFB Locations

<p>MIDLANDS</p> <p>2220 Shop Road Columbia, SC 29201 Phone: 803-254-4432 Fax: 803-254-6011</p>	<p>PEE DEE</p> <p>2513 West Lucas Street Florence, SC 29501 Phone: 843-661-0826 Fax: 843-661-0699</p>
<p>UPSTATE</p> <p>2818 White Horse Road Greenville, SC 29611 Phone: 864-281-3995 Fax: 864-281-3998</p>	<p>MAILING ADDRESS</p> <p>P.O. BOX 451 Columbia, SC 29202</p>

SECTION 2: How Food Banking Works

How Food Banking Works



FOOD BANK VS. FOOD PANTRY

Difference Between a Food Bank and a Food Pantry

One of the most frequent misconceptions among the public is the difference between a food bank and a food pantry. While it may not seem to be a problem, the terms are not interchangeable. A food bank is a food warehouse distribution center. This is a regional facility, which distributes food to hunger relief organizations throughout an often-multi-county area, who in turn distribute locally to clients in their community.

An analogy to describe this relationship is a wheel. The food bank is the hub of the wheel, the central location where food is stored. The spokes of the wheels are the partner agencies, who are food pantries, soup kitchens, etc. The clients are the rim of that wheel, being served directly by the food pantries, soup kitchens, etc.

Harvest Hope is both. We are South Carolina's largest food bank, distributing 33 million pounds of food throughout the state each year. We also operate two food pantries, in Greenville and Columbia, that provide clients with a 5–6-day supply of food.

The Role & Importance of the Food Pantry in the Community

In 2017, U.S. households experienced a 1.8% increase in median income (\$61,372), the third consecutive increase since the Great Recession. Although median income is rising, millions of people remain food insecure, balancing competing housing, healthcare, transportation, and food costs. The poverty level – a mere \$27,750 for a family of four – illustrates how people with incomes above the poverty line may still face material hardship.

In fact, millions of food-insecure people have incomes too high to be eligible for any federal nutrition assistance, such as SNAP or WIC.

When looking across racial or geographical groups, additional disparities emerge. For example, although half of food-insecure households are White, they represent 1 in 11 White households in the U.S. compared to nearly 1 in 5 African American and 1 in 6 Latino households. People living in poverty are disproportionately children, people living with a disability, or withstanding high medical expenditures.

As evidenced by the USDA and U.S. Census Bureau's research, millions of families and individuals in the U.S. continue to earn low incomes and worry about whether they can provide sufficient food for themselves and their loved ones.

One in six of our neighbors, including over 100,000 children, face hunger daily.



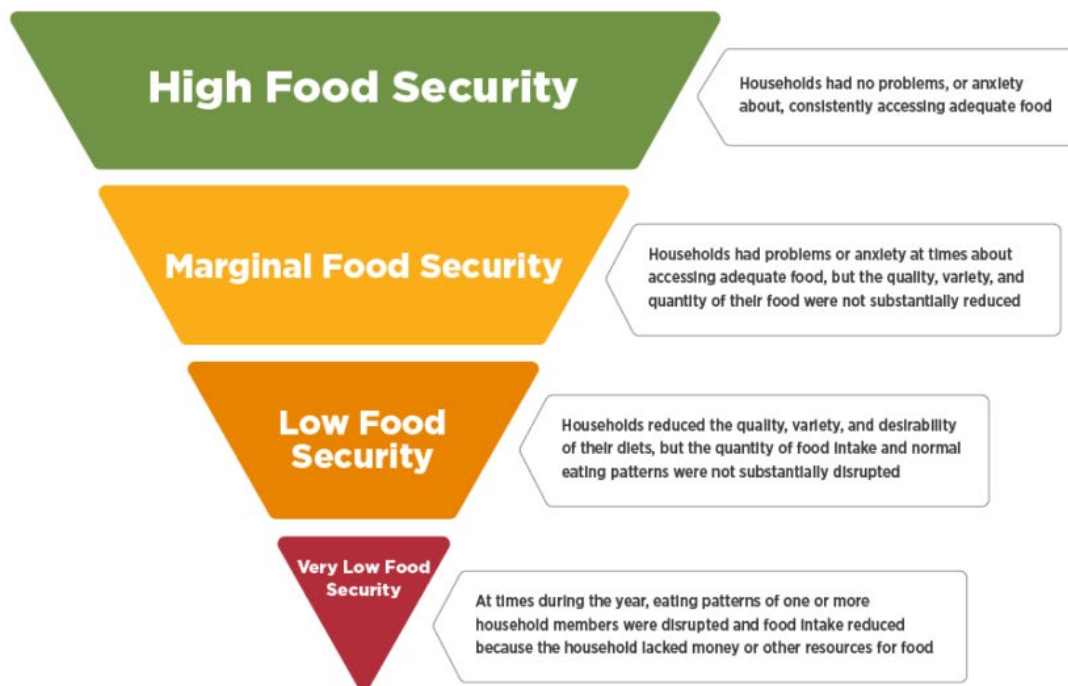
**IN SOUTH
CAROLINA,
1 IN 7
CHILDREN
FACE HUNGER.**

Most of the people that visit Harvest Hope food pantries are just like you; many never imagined they would be in this situation. They might have fallen on hard times due to a job loss or medical expenses. The access to food that our organization provides often means that our clients can afford to pay for their medication, not fall behind on rent, or cover transportation expenses to their jobs.

The average visitor to HHFB emergency food pantry comes just three times before they can get back on their feet and regained a self-sufficiency. Food pantries are a lifeline that help people avoid losing their jobs, falling into poverty, or becoming homeless.

Often, our former clients come back to volunteer and pay it forward to other people in need.

Food Insecurity is defined as limited or uncertain availability of nutritionally adequate and safe foods or limited or uncertain ability to acquire acceptable foods in socially acceptable ways (without resorting to emergency food supplies, scavenging, stealing, or other coping strategies).



Source: Adapted from the USDA Economic Research Service.

Food deserts can be described as geographic areas where residents' access to affordable, healthy food options (especially fresh fruits and vegetables) is restricted or nonexistent due to the absence of grocery stores within convenient traveling distance. For instance, according to a report prepared for Congress by the Economic Research Service of the U.S. Department of Agriculture, about 2.3 million people (or 2.2 percent of all U.S. households) live more than one mile away from a supermarket and do not own a car.

In urban areas, access to public transportation may help residents overcome the difficulties posed by distance, but economic forces have driven grocery stores out of many cities in recent years, making them so few and far between that an individual’s food shopping trip may require taking several buses or trains. In suburban and rural areas, public transportation is either very limited or unavailable, with supermarkets often many miles away from people’s homes.

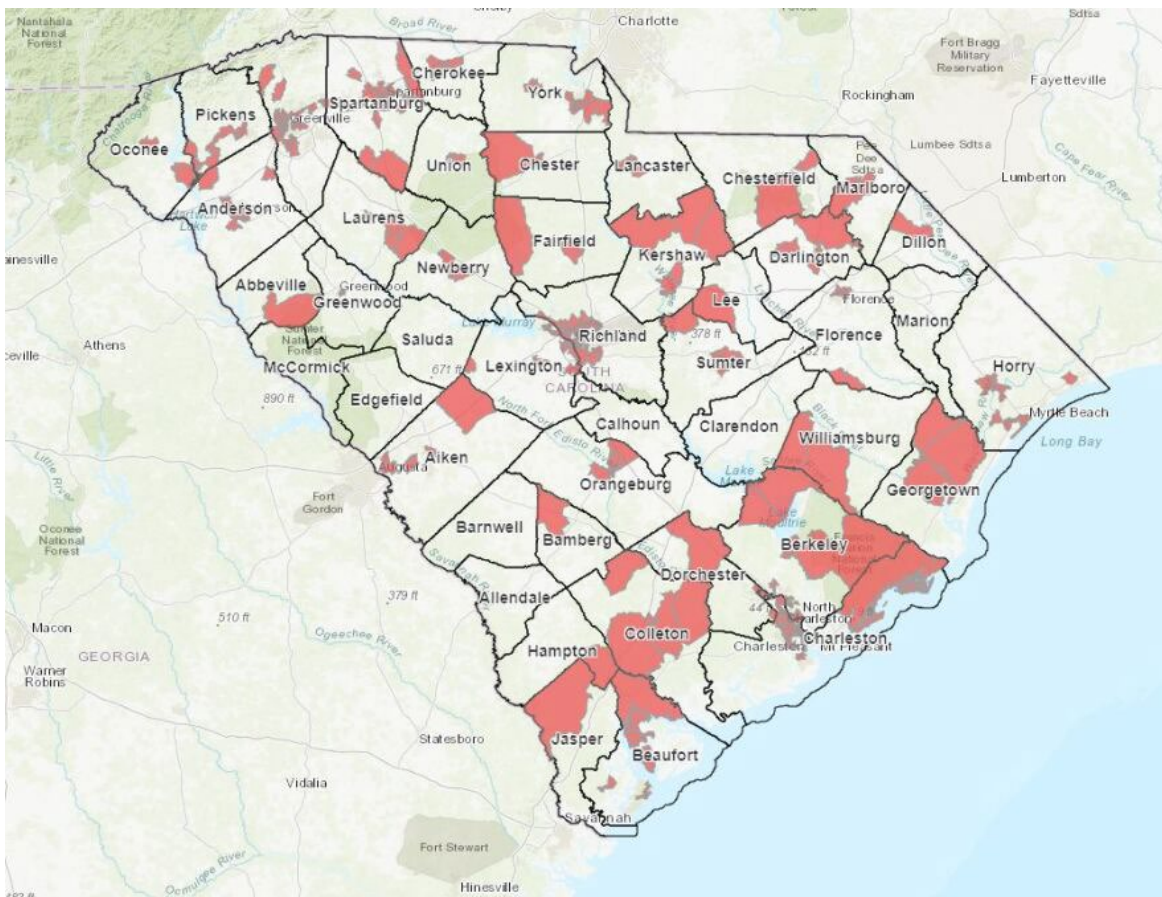
The other defining characteristic of food deserts is socio-economic. These are mostly found in communities with racial and ethnic populations, as well as in low-income areas and low-income areas (where many people don’t have reliable, private or public transportation).

Studies have found that:

- **wealthy districts have three times as many supermarkets as poor ones do**
- **white neighborhoods contain an average of four times as many supermarkets as predominantly black ones do**
- **grocery stores in African American communities are usually smaller with less selection**

People’s choices about what to eat are severely limited by the options available to them and what they can afford, and many food deserts contain an overabundance of fast-food chains selling cheap “meat” and dairy-based foods that are high in fat, sugar and salt. Processed foods (such as snack cakes, chips, and soda) typically sold by corner delis, convenience stores and liquor stores are usually just as unhealthy.

The areas in red are South Carolina's food deserts. Notice how they concentrate in cities, where food is abundant, but access to healthy food is limited.



*Credit South Carolina Department of Health And Environmental Control/
South Carolina Department of Health And Environmental Control*

TYPES OF ORGANIZATIONS ELIGIBLE FOR PARTNERSHIP

Food Pantry: An emergency food distribution program that provides bags of groceries on a regular schedule to people in need of emergency food. Food is consumed off-site.

Soup Kitchen: An organization that serves emergency meals to clients on-site and on regularly scheduled days and hours.

Shelter: An organization that provides on-site meals in addition to emergency housing and other services (e.g. homeless shelter or domestic violence shelter).

Group Home/Rehabilitation Facility: On-site program specializing in a specific area in regards to client needs. Examples are substance abuse recovery houses, homes for people with mental disabilities and facilities for troubled youth. Clients live on-site.

Day Care: A facility that provides childcare during the day for children younger than school age. Meals and snacks are served on-site and at regularly scheduled hours.

Sheltered Workshop: An organization that provides work/vocational rehabilitation opportunities to developmentally and physically disabled people.

After School Program: A program that provides services to school-age children (tutoring and/or other enrichment programs) after school hours. Summer programs are included in this category.

Elderly Nutrition: Any program that provides services on-site for the elderly where meals or snacks are served. This includes councils on aging, congregate meal sites and adult day care centers.

Other: These organizations do not fall into the above categories. Whether or not these organizations may become Food Bank partners will be handled on a case-by-case basis according to the guidelines set forth by Feeding America and Harvest Hope Food Bank.

PARTNERSHIP REQUIREMENTS

To be considered for participation as a hunger relief partner, the organization must qualify under one of the following options:

1. **Be qualified under Section 501(c)(3) of the Internal Revenue Code as a tax-exempt organization**
 - Will need to provide a copy of its determination letter from the Internal Revenue Service.
 - Will need to provide a copy of its Articles of Incorporation together with all amendments; otherwise, the agency will need to provide a copy of the document that is its governing instrument.
 - By-laws should include language about “assisting the needy”
 - Private foundations are not eligible to become partner agencies.
2. **Qualify under another organization that is a 501(c)(3) organization and agrees to sponsor the applying organization.**

- The sponsoring organization should initiate the partnership application process with thHHFB. It will need to provide:
 - a copy of its 501(c)(3) determination letter, a copy of its Articles of Incorporation
 - a letter from an officer of the sponsoring organization describing the relationship between the agency and the “sponsor” organization

Also, the “sponsor” organization must agree in writing to be programmatically, fiscally, and legally responsible for HHFB product handled by the agency. Fees must be paid to HHFB by the 501(c)(3) “sponsor” organization.

- Other organizations/agencies (e.g. many churches and other nonprofit agencies with national or regional headquarters) may fall under a “group exemption,” which is also referred to as an “umbrella.” The “umbrella” organization will need to provide:
 - a copy of its 501(c)(3) determination letter
 - a letter from an officer of the organization describing the relationship between the agency applying for partnership with HHFB and the “sponsor” organization.

3. **Be a church as described in Section 170(c)(2) of the Internal Revenue Code to which deductible contributions may be made.** Other religious organizations such as synagogues and mosques also fall under the “church” classification.

- If the agency is a church, it must be organized and operated exclusively for religious purposes.
- It must have a congregation that meets regularly in a worship facility (not a residence) to engage in such worship services as prescribed by the religious beliefs of the organization.

Religious Organizations

- If the church is part of a larger religious organization (like a diocese, a presbytery, an association, etc.), it will need to provide a letter on the letterhead of the larger (“parent”) religious organization of which it is a part, indicating that it is a member in good standing of that organization and it will need to provide a copy of the Section 501(c)(3) determination letter for the “parent” religious organization.
- If the church has elected to qualify itself as a tax-exempt organization under Section 501(c)(3), it may comply with the requirements above, applicable to nonprofit corporations that are not churches.
- If the church is not part of a larger religious organization, it will need to complete the “Documentation List: Independent Churches & Religious Organizations”.



Criteria for Board of Directors Composition

- The Board shall have at least 3 members, none of whom are related.
- The Board should have at least 3-4 officers: a president, a vice-president, and a secretary/treasurer.
- The Board should stay informed of general organizational activities.
- The Board should have regularly scheduled meetings (at least quarterly).
- The Board should set policies and goals for the director and staff to implement.
- The Board should ensure the organization has adequate funding and that money is spent responsibly.
- The Board should be legally, financially, and morally responsible for the total operation and conduct of the organization and ensure that the mission is carried out effectively.
- The Board should be accountable to the organization's financial contributors, the recipients of its service, and any funding source that monitors its operation.
- In larger organizations, the Board generally has at least 5 committees: executive committee, by-laws/nominating, finance, program/planning, and community relations/public relations.
- Board lists submitted to HHFB MUST include Name, address, telephone number, position held, and term served by each member. Statement of how the Board members relate to the program.
- HHFB should be kept informed of changes in the Board membership.

PARTNERSHIP EXPECTATIONS OF MEMBER AGENCIES

Criteria for Agency Operations

In addition to meeting the criteria of being a tax-exempt organization, partner agencies must:

- Be chartered in South Carolina as a non-profit corporation (please attach copies of charter). If the agency is a church, it must provide documentation.
- Feed the needy, the ill, aged, infirm, or infants (infants defined as all children under the age of 18).
- Supply food directly to clients in the form of meals (regularly or at least once per month), food boxes (at regularly scheduled hours at least 1x each month), or a client choice shopping experience (where clients can choose among available options for what best suits their family's grocery needs).
- The schedule must be made and displayed publicly, so the community is aware of the program.
- Strictly adhere to eligibility criteria for distribution of food that is part of state and/or federal programs. Products must be distributed without adding to, reducing or otherwise modifying the eligibility criteria.
- Agencies will not engage in discrimination in the provision of service, against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity.

- Have the capacity to receive, store, and distribute food safely and efficiently according to all local, state and Federal regulations.
- Conform to the guidelines as set forth by HHFB to maintain partnership status. Agencies will sign an updated Organization Participation Agreement regularly to ensure agreement with Food Bank expectations.
- Be a member of and receive services from only one food bank.
- Agree to support the Food Bank with a per pound shared maintenance fee. Payment must be made in the form of an agency or church check (no personal checks or money orders).
- Be fiscally sound and provide documents to the Food Bank to show this as requested (i.e., annual financial audit, review, compilation or food program budget).
- Be licensed or certified by health authorities as required.
- Allow monitoring by Food Bank representatives (staff or volunteer) as requested.
- Limit food requested to an amount that can be distributed or consumed within a period of 30 days.
- Agree to contact the Food Bank before soliciting food from major donors-manufacturers, processors, distributors, brokers, wholesalers, etc.
- Present identification when agency personnel pick up orders at the Food Bank.
- Keep records on clients (food pantries) and on food distribution and make those records available to a Food Bank representative as requested. Starting in 2022/2023, these records will need to be maintained on HHFB's chosen cloud-based database, Link2Feed.
- Use Food Bank product only in a manner related to its exempt purpose and solely for the feeding of people in need stated by the agency in its partnership application.
- Notify the Food Bank of any changes in programs, personnel, addresses, contact phone numbers, and e-mail addresses.
- Agree NOT to sell food received from the Food Bank.
- Agree NOT to exchange food received from the Food Bank for goods, services or donations.
- Agree NOT to charge for meals served.
- Agree NOT to require food recipients to pray or worship as a condition of receiving food.
- Agree NOT to use Social Security Numbers as a means of identification for clients or as a screening tool.
- Agree to occasionally provide beneficiary data upon request.

Any violation of any of the policies listed in this manual or those listed below may result in member suspension or termination:

- Charging fees for meals, food boxes or individual products from the Food Bank.
- Failing to meet Health Department and/or Food Bank standards governing food storage, preparation, handling, and security.

- Allowing substantial balances due to the Food Bank to remain after repeated requests for payment have been made (please note that agency statements are a form of request for payment) and/or writing bad checks to the Food Bank.
- Failure to be available for two consecutive scheduled monitoring visits or during stated distribution hours and/or to be accessible at provided contact telephone information.
- Giving “on-site only” products to clients in off-site programs (if agency operates both kinds of programs).
- SELLING, BARTERING OR EXCHANGING FOOD BANK PRODUCT
- Disclosing or discussing confidential client information without the expressed prior written consent of the food recipient. Food Bank representatives will ask to see client records only when necessary. It is an expectation that, as a partner agency, you will allow us to see those records, unless the agency has a legitimate and necessary client confidentiality policy in effect. Refusing to let Food Bank representatives view records may result in disciplinary action and will be handled on a case-by-case basis.
- Falsifying records and/or agency distributions. This includes filling out client information or temperature logs after the date of service has passed.
- Lack of security at the agency site which could cause Food Bank product to be lost or stolen.
- Mistreatment of food recipients.
- Using HHFB or other donated product (i.e., retail recovery items and food drive received from retailers) for personal gain or personal use.

Orientation Information

Orientations are scheduled Quarterly rotating within the counties that HHFB serves. The Orientation Session is provided for the benefit of our hunger relief partners. Orientation provides partner staff and volunteers with detailed rules & regulations as they relate to member organizations. The Food Bank staff also looks forward to meeting new members and hearing how their programs will benefit the community they serve. The Agency Program Director is required to attend, and we highly recommend that core volunteers also attend.



Topics covered in the trainings are:

- Meet with the Agency Relations Staff
- Food Bank overview
- Programs available
- Monitoring & Compliance
- Communication with the Food Bank
- Public Relations
- Financial Requirements
- Shared Contribution
- Ordering Guidelines and Other Records
- Distribution Practices

Agency Director Change

In the event your Agency has a change in leadership, every new director will need to fill out/submit the following documents and complete the trainings with Harvest Hope Food Bank. The documents needed are listed below. Every new agency director will also need to attend Agency Orientation.

- General information update sheet
- Board of Directors list with names, title of positions, phone numbers, mailing addresses, and length of terms on church/organization letterhead. Please note that the Board President and Program Director cannot be related, nor should anyone on the board be related. Please refer to the BOD Composition list on page 9 for details.
- Media Release signed by both Program Director and Board President
- Agency Agreement
- TEFAP Agreement (if applicable)
- CSFP Agreement (if applicable)
- Civil Rights Training Completed (if applicable) - You can access the Food Bank of the Albemarle's free course at www.afoodbank.org / Agency Tools / Agency Academy / "USDA Civil Rights Training."
- Food Safety Training

Shared Maintenance

Harvest Hope Food Bank asks partnering agencies to contribute to a shared maintenance fee (SMF) to help cover the cost of transportation, sorting, cleaning and re-packing donated products. The shared maintenance fee enables a community to operate one food distribution system, which in turn saves individual organizations the high cost of storage, personnel, and transportation. While a large percentage of our product is donated, the freight costs are not.

By using Harvest Hope Food Bank, the individual partner agency will neither have to order large quantities of food nor will they have to worry about proper storage or additional volunteers and/or personnel. This is the most efficient and effective use of both food and financial donations. Shared maintenance fees are charged by weight and are never related to the value of the product. The shared maintenance fee at Harvest Hope Food Bank ranges from \$0- \$0.19 per pound. However, the average SMF per pound per year paid by partnering agencies of Harvest Hope averages 0.04 cents per pound.

Food banking has strong support from the food industry as well as from the Food Marketing Association and the Grocery Manufacturers Association. Major corporations, which donate many millions of pounds of product annually to food banks, helped create the shared maintenance handling fee idea. It is a way to help pay about one half the cost of safely and responsibly moving the product from the point of donation to non-profit agencies directly serving people in need. Individual food banks and Feeding America are responsible for raising the other part of the cost. Every two years, Feeding America and food industry representatives determine a maximum "Cap" on the handling fee.

The Shared Maintenance Handling Fee is based on four principles:

1. The fee, though small, puts a value on the product and promotes prudent, responsible shopping by partnering agencies using the food bank.
2. It creates an audit trail that can be followed by standard audit procedures. The audit trail is used to assure that the intent of the donor is carried out.
3. It produces a “base funding” for food banks at about one half the cost of “doing business” that increases and decreases with the level of business activity. This helps prevent cash flow emergencies. This includes collecting, sorting, repackaging and transportation of food product.
4. It spreads part of the cost of food banking across the area served (20 SC counties) with agencies in each county contributing a share proportionate to the amount of product distributed in that county.

*Feeding America mandates that no more than 40% of a member food bank’s source of revenue be shared maintenance. Harvest Hope’s is well below the mandate.

Disclaimers of Warranties and Limitations of Liability

The Food Bank provides its members with food and other grocery products on an “as is” basis and does not make any expressed or implied warranties of the food or grocery products that it distributes. Further, the Food Bank believes that it qualifies for the liability limitations of the Bill Emerson Good Samaritan Food Donation Act (P.L. 104-210, 110 Stat. 3011 (1996)) when it distributes donations of apparently wholesome food and apparently fit grocery products.

This federal law is applicable so long as the Food Bank is acting in good faith, but it does not apply if damages are the result of intentional acts or gross negligence. This law may also be applicable to agencies depending upon the facts and circumstances.

SECTION 4: Programs

SPECIAL PROGRAMS

The Emergency Food Assistance Program (TEFAP)

Please Note: participation is limited to emergency food pantries only. In addition, allocation of TEFAP commodities is based on equitable distribution in each county. Keep in mind there is never going to be enough food to provide for 100% of the demand or need.

- Traditionally, TEFAP was a mass distribution program where government commodities were given to qualifying households once each quarter.
- Commodities may be distributed to families that fall at or below 150% of the Federal poverty level.
- Types of commodities available vary each quarter and include items from the following food categories: canned meats, canned vegetables, canned fruits, boxed goods, peanut butter, and refrigerated/frozen product.
- TEFAP foods may be combined with other foods during agency distribution to clients.

- There is no shared contribution fee on TEFAP commodities.
- The Food Bank distributes TEFAP commodities by county based on the county’s allocation (set by the South Carolina Department of Agriculture). The distribution of a county’s allocation to agencies within that county is in the discretion of the Food Bank, and an agency’s share of that distribution may vary from time to time.
- The Food Bank also may limit the number of agencies that participate in TEFAP in counties where there are several pantries receiving commodities already. Agency allocations decrease as new agencies are added to the program since each county is allocated only a certain amount of product. If you are interested in signing up for TEFAP, please contact the Agency Relations Manager.
- If your agency is a religious organization distributing TEFAP, please note the following requirements:

<i>It is acceptable to...</i>	<i>It is unacceptable to...</i>
Have a cross hanging on a wall at the food distribution facility.	Require beneficiaries to stand by the cross and recite a prayer prior to receiving USDA Foods.
Have a menorah on a table at the USDA Foods distribution facility during the holiday season.	Refuse USDA Foods to beneficiaries who do not practice the Jewish faith.
Have a display stand at the front/back of the USDA Foods distribution facility that contains faith-based pamphlets for anyone interested.	Insert faith-based pamphlets in bags or boxes when distributing USDA Foods.
Have a pastor or other religious official assist with the distribution of USDA Foods.	Require or encourage beneficiaries to have a religious conversation with the pastor or official prior to receiving USDA Foods.
Have a prayer service on the second level of a church building while the distribution of USDA Foods is happening on the lower level.	Have a prayer service in the same room and at the same time as the distribution of USDA Foods.
Invite beneficiaries to participate in a voluntary prayer before, and clearly separate from, the distribution of USDA Foods.	Lead beneficiaries in a prayer at the beginning of the distribution of USDA Foods.

How to Fill out the TEFAP Eligibility Form (TEFAP-3):

- Have the client fill out their information (or have a volunteer assist writing). They do NOT have to show proof of address. It is self-declared.
- They must sign the front, at the bottom.
- If a client wants someone to pick up on his/her behalf, the representative's name should be included in the boxes labeled "Authorized Representative."
- Proceed to back page.
- Have client date & sign.
- Clients who receive Food Stamps (FNS) do not have to declare income. Check yes.
- If a client is NOT receiving FNS (check no), they must indicate their household income, including disability/SS. Fill in yearly OR monthly OR weekly income. **This is self-declared.**
- Please verify that the income falls within the Income Guidelines listed on the front of the paper.
- Food pantry volunteer needs to sign/initial under "Agency Representative Signature."
- **Be sure that the client or Authorized representative signs the back every month they pick up TEFAP.**

Commodity Supplemental Food Program (CSFP, or "Senior Box")

The Commodity Supplemental Food Program is a monthly food program through the United States Department of Agriculture which targets senior citizens aged 60 and over with household income at or below 130% of the federal poverty level.

Requirements to Qualify:

- Age 60 or older.
- Must be a resident of one of the 20 counties we serve.
- Provide proof of identity, residency & age.
(Photo ID, SC Medicaid Card, Certified Birth Certificate or Medicare Card)
- Have income equal to or less than 130% of the federal poverty level.

Monthly Food Box Typically Contains:

- 4 (15-16 oz cans) vegetables
- 2 (15-16 oz cans) fruits
- 2 (32 oz) cartons of shelf-stable milk
- 1 (25.6 oz package) instant nonfat dry milk (every other month)
- 2 (64 oz) bottles of juice
- 2 (12-18 oz) boxes of ready to eat cereal or 1-2 (14 oz) box of farina or 1 (3 lb.) package of rolled oats



- 1 (24 oz can) beef or beef stew or 1 (24 oz can) chili or 2 (10-15 oz cans or pouches) chicken or 2 (12 oz cans) tuna or 2 (14.75 oz cans) salmon
- 1 (18 oz) peanut butter or 1 (2 lb. package) dry beans/peas
- 1 (1 lb. package) dehydrated potatoes or 2 (1 lb. packages) pasta or 1 (2 lb. package) rice
- 1 (2 lb. package) cheese

Agency Shopping

Agencies that utilize the shared maintenance fee shopping program at Harvest Hope purchase food online through the SCA portal. This program allows agency partners to shop at little to no cost (see “Ordering Product” pg. 42).

Retail Store Donation Program

The Retail Donation Program is a partnership between Feeding America and various retailers. Through this partnership, food and other essentials are donated to the Food Bank and some of the partner agencies that it serves. Only Feeding America member Food Banks and their partner agencies may receive donations from these stores. Not all partner agencies are able to pick up from retail stores since there are more partner agencies than stores available. Agencies will be assigned to stores by the Food Bank. Priority will be given to agencies who are in good standing with the Food Bank (i.e. financially, reporting, attendance at mandatory meetings, shopping, etc.). An agency’s assignment to a retail store is not guaranteed to be permanent. If an agency violates Food Bank rules and regulations or the agency does not follow the guidelines of the Retail Donation Program, its assignment to the store(s) may be ended. The Food Bank reserves the right to reassign stores to ensure more equitable distribution as well.



MealConnect allows food businesses of all sizes, from local mom-and-pop restaurants to large chain grocery retailers, to post surplus food on the MealConnect platform.

1. Program Requirements:

- Report weights of donated product via MealConnect by the end of each month.
- Use a freezer blanket, coolers with ice packs, or refrigerated vehicle to transport refrigerated and frozen items from the retail store back to the partner agency site.
- Distribute products to clients just as you distribute other product from your agency. No distribution may occur in the parking lot of the store.

- No food pantry staff members, volunteers, or directors are allowed to use the product for themselves.
- Pick up only during assigned days and times.
- Enter and exit the retail store where instructed by the store manager or department manager.
- Present identification cards to the store or department manager when arriving to pick up.
- Sample temperatures must be taken and documented by the Member or Agency at the time of pickup and delivery.
- Communicate to clients that all frozen meat and poultry is to be prepared and consumed on the date that it is thawed.
- Shoppers for each agency must receive training from FBA every two years, or as directed by FBA.
- Partner agencies may not redistribute product to any other agency or program without prior approval from HHFB.

2. Items that may be donated to agencies include:

- Private label products, which are damaged or outdated.
- b. All meat and processed meat items, including beef, pork, chicken, lunchmeat, and prepackaged items, that were reduced for sale and did not sell, are still safe to consume and would otherwise be thrown out, may be donated.
- Frozen Food and unsalable items still fit for consumption may be donated.
- Produce items that no longer meet the donor's fresh standards but are still fit for consumption, may be donated.
- Deli/Bakery items that can no longer be sold and would otherwise be thrown out may be donated, i.e., breads, cakes, pies.
- Hot chicken and cold perishable items must be frozen and held in the freezer until pick up.
- Perishable product, such as deli, salads, sandwiches, and prepared produce must be consumed within 3 days past the date on package.



3. Retail Stores cannot donate the following:

- Vacuum-packaged products that have lost their vacuum.
- Any product that is spoiled.
- Any packaged goods where the packaging has been damaged, leaving the product exposed to potential contamination or direct contact.

- Canned goods that are bulging, swollen, or leaking.
- Any branded or private label medications including OTC analgesics, cough/cold, allergy, antacids, laxatives, or eye care products.

Harvest to Home (Mobile Food Pantry Program)

This is a program designed to provide food assistance primarily to families living in rural communities who may not have access to a local food pantry. Clients are identified and pre-registered, often through a local church. Nonperishable, pre-packed items are delivered to a specific location at a predetermined time.



Program Description

The Mobile Pantry Program was established to assist individuals and families who live in "walking neighborhoods" or "food deserts" where residents have little or no access to transportation, full-service grocery stores or emergency food pantries.

While the non-profit agencies that serve these areas can pre-screen potential participants for eligibility so that HHFB can provide services, these agencies often lack the infrastructure and resources (space, large volunteer force, etc.) needed to handle the actual food distributions. In response, HHFB established the Mobile Pantry Program where pre-assembled food boxes are delivered to a designated neighborhood site and immediately distributed in the community.

Impact

The people in the communities served by the Mobile Pantry are at high risk of chronic hunger and nutritional deficiencies. The Mobile Pantry is making great strides in addressing these critical needs. The Mobile Pantry Program model efficiently alleviates hunger in isolated communities, builds trust with residents, and is highly collaborative with other local service agencies.

Host Site Financial Responsibility

Financial assistance is required to help maintain this program.

The current shared maintenance fee rate is \$25.00 per box.

Host Site Requirements

- Host sites are selected based on their geographic location of need. If there is already a host site in a specific area, we WILL NOT add another site as the clients will be the same.
- The host site must be able to serve a minimum of 100 families

- Host sites must be willing to provide a safe, clean location with ample room for a truck to get in and out of the parking lot.
- The host site must pre-register clients 1-2 weeks prior to the established drop date.
- The host site will be required to report final distribution numbers NO LATER than 72 hours AFTER the Mobile Food Pantry drop is completed (we will provide instruction on how to submit reports online).
- The host site must provide volunteers, enough tables, chairs, etc. for each drop to help with client paperwork, unloading and distributing food as well as cleaning up after the distribution is over.
- The host site must be able to dispose of any trash, pallets, or other debris after the distribution is complete.
- The host site will be responsible for making sure ALL clients have approved applications before food is distributed to them.

The host site will be allowed 6 mobile pantries before one of the following options occur:

1. The host site will be allowed to continue only IF it provides full funding to maintain mobile pantry site for any future distributions.
2. The host site completes an Application for Partnership and becomes a stand-alone Emergency Food Pantry utilizing our Shared Maintenance Fee Program of \$0.19 per pound.

Your advantages:

- Efficient distribution to as many as 300 households in 2 hours
- No need for storage
- Distribution dates are determined on a “first come first served” basis
- Call soon to get the best time for your organization!



What does my organization have to do?

- Provide door-to-door directions to the site

- Provide location for the truck to park
- Phone number for contact purposes in case the truck is lost, late or the weather does not allow for a mobile pantry.
- Volunteers to distribute boxes.

What does the Food Bank do?

- Offer tips on hosting a successful mobile pantry before “Distribution Day”
- Bring over requested pounds of desirable product to your location

How to schedule a Mobile Pantry for your organization:

Choose a weekday between 9:00 am and 1:00 pm for your distribution. Recruit volunteers to assist on Distribution Day. Contact the mobile food pantry manager to proceed.

BackPack Program



Many children only eat at school, and dread going home for the weekend when they know they will be hungry. BackPack programs operate during the school year and provide children who are at risk of hunger with healthy nutritious food to take home for the weekend.

Harvest Hope administers a BackPack program, which provide meals and high nutrition snacks for children during non-school hours, specifically weekends. It targets children who would benefit from better access to nutritious meals.

Once a week, kids are given special bags of food that are filled with non-perishable food that can be used to meet their weekend nutritional needs. A typical pack may contain: two entrees (spaghetti & meatballs, ravioli, beef-a-roni, lasagna); two 100% juice boxes; two cereal bowls; two shelf-stable milks; two fruit cups; two grain snacks. Additional items such as granola bars or pudding cups may be added.

The sponsor or food bank delivers the backpacks to the partnering schools on the best schedule for the school. The packs will average about 10 items and will weigh 5 to 8 pounds, depending on what is in them. Normally, the packs are distributed on Thursday or Friday.

Agencies interested in partnering with the Food Bank as a Weekend Backpack site, must serve children they believe would benefit from the weekend assistance and must have a direct partnership with a local school or schools.

To begin a BP sponsorship please contact the Program Manager.

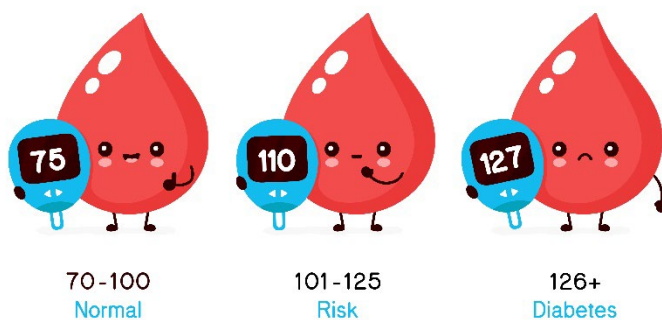


Diabetic Box Program

In 2017, Harvest Hope, in partnership with Lexington Medical Center, American Diabetes Association, and the D2 & Me Support Group established the first diabetic food pantry in South Carolina. Opened on July 1, the D2 & Me Diabetic Food Pantry allows community members in need with diabetes to pick up special boxes of healthy supplemental staple foods that are diabetic friendly.

The idea for the diabetic food pantry came from Natalie Copeland, a Lexington Medical Center employee who has type 2 diabetes and created a health and wellness group called “D2 & Me” for diabetics in the Midlands.

“I learned a lot of people who have diabetes use a food pantry. Sometimes, the food they receive is heavy on carbohydrates. The diabetic food pantry will help to ensure that they receive a nutritional balance of food that will help them manage their diabetes well,” said Copeland.



Recipients at the diabetic food pantry will receive supplemental boxes that include items such as peanut butter, brown rice, dry beans, oats, Corn Flakes cereal, milk, mandarin oranges, unsweetened applesauce, whole wheat spaghetti noodles, green beans, tomatoes, carrots, and chicken. They will also receive information and resources concerning diabetes.

Community Beverage Program

At Harvest Hope, helping others is at the center of our mission, and we would love to support your community event with a beverage donation. Please complete the online form to request a donation for your event.

You can access the form at <https://www.harvesthope.org/community-request>.

- Requests are fulfilled based on current inventory. Unfortunately, we can't guarantee every request will be granted.
- Requests must be submitted at least 4 weeks in advance of event.
- If fulfilled, there can be no resale of donated items.
- All donated items must be distributed during event.



RECORD KEEPING REQUIREMENTS

Link2Feed Software Program

Link2Feed is certified B Corporation that believes that we can't end hunger if we don't understand it. Their technology helps organizations around the world feed change in their communities. More than 3,100 organizations have used Link2Feed to assist 1.6 million neighbors in need.

To learn more about Link2Feed visit www.link2feed.com



Partner Benefits

Link2Feed is a free easy-to-use client intake software available to all partners of Harvest Hope Food Bank. HHFB uses Link2Feed to manage the CSFP and TEFAP program. In addition to these federal commodities programs, Partners can also manage their own customized programs all in one place.

- Link2Feed is client intake software developed specifically for food banks and their pantries.
- It's used to collect, manage, and report service data.
- It allows a client to complete one application for service.
- It provides real-time information about your agency.
- Will increase our network's efficiency and communication.
- Allow us to truly understand the need in our area.
- No physical software to install or updated- it's all online!
- Gather all the information that is needed as a network and store it in a secure online database.
- It's just as secure as the software that your banking institution uses.

How it Helps our Partner Agencies

- Easy Intake - Intuitive step-by-step intake process easy for those with limited computer experience.
- Paperless Process - Eliminate the need for hardcopy client files
- Automated Compliance- TEFAP and CSFP requirements including electronic signatures, eligibility and reporting directly in the software
- Graphic Reporting -Generate custom reports saving hours of manual tabulation and making analysis easy.
- Multi Program Tracking- Track all your programs from financial assistance to clothing programs in Link2Feed
- Case Management- Tools like notes, referral tracking, and messaging allow you to understand and support all a client's needs.

Documentation of Product Usage

All partner agencies are required by the IRS to keep books and records which accurately reflect the total amount of product received and distributed (or used).

Partner agencies must also outline their procedures used to determine that the final recipient of donated product is ill, needy or an infant (i.e., a minor child).



Record Maintenance and Time Limits

- Client Sign in sheets (records of food distributed in some way) must be kept for 3 years.
- Invoices must be kept for 3 years.
- Temperature logs of appliances must be kept 3 years.
- Copies of all monthly reports (Agency Monthly Report, TEFAP Inventory) must be kept 3 years.
- Retail donation information (including paper copy of Donation Form) must be kept 3 years.
- TEFAP-3 Client Eligibility forms (if applicable) must be kept 3 years.

Food Pantries



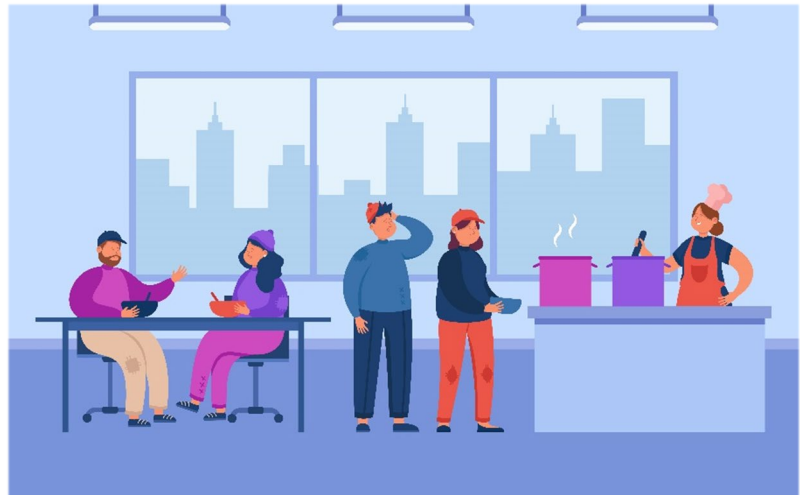
Food Pantries must keep records including the names, zip code of location, ages, FNS, employment status, and the number of people in each client family served. Starting in 2023 the Link2Feed Software designated by HHFB must be used for client tracking. Paper files may be used in addition to the cloud-based database. Records must be legible. Please keep these records on file onsite for at least three years. Additional required information is subject to change according to data needs of HHFB.

Food pantries that distribute The Emergency Food Assistance Program (TEFAP) commodities received from the Food Bank must keep separate TEFAP records. These records include a TEFAP Eligibility Form, TEFAP Monthly Inventory Report, and Food Storage Temperature Chart. TEFAP records must be kept on file onsite for at least five years.

On-Site Agencies

All agencies serving meals and snacks on-site must record the number of households and snacks served each month.

It is helpful, but not required, for soup kitchens to have meal recipients sign in before eating. Soup kitchens are required to fill out completed monthly reports each month.



Monthly Reporting

In addition to the record keeping requirements, all agencies must complete the appropriate monthly reports for their program type(s). Most partner agencies will submit a “Partner Agency Monthly Report” to HHFB. This monthly report should include the total number of households and individuals served for food pantry programs and meals/snacks served by on-site agencies.

- **TEFAP Monthly Report:** Agencies that receive food through The Emergency Food Assistance Program (TEFAP) must complete a “TEFAP Inventory Monthly Report.”
- **CSFP Monthly Report:** Agencies must submit their CSFP report 72 hours after their distribution day.
- **Retail Donation (Food Lion/Walmart):** Agencies that receive food through the Retail Donation Program must submit a corresponding Monthly Report via the online program called MealConnect.
- **Backpack Report:** After-school snack (CACFP) and Weekend Backpack programs must complete reports specific to their programs.

Methods of Distribution:

- TEFAP and Non-USDA reports are completed online via reporting forms available on HHFB website agency portal.
- CSFP reports are submitted by email to your Agency Relations Coordinator.

Late Submission:

Partner agencies that do not submit Partner Agency Monthly Reports or TEFAP Monthly Reports in a timely manner will have their privileges suspended and placed on Product Hold until the reports are received. Agencies that do not submit Retail Donation Reports or submit them in a timely and accurate manner will be removed from the Retail Donation program.

Please note:

Members that repeatedly fail to submit monthly reports may have their Food Bank partnerships terminated.

All reports are due to HHFB no later than the 1st of the following month. Reports not received by the 1st of the month will result in suspension and loss of privileges.

Reporting Policy

Harvest Hope Food Bank requires all Partner Agencies to keep adequate records at its distribution site, always, which shall provide a sufficient audit trail for HHFB to determine what food has been received and how such food has been distributed by such Partner Agency. Records include invoice copies, client distribution reports, temperature logs, and statistics reports.

Partner agrees to report monthly service statistics to HHFB by the 1st of each month for its prior months' service. Such information shall be available at the distribution site for inspection by HHFB at any time upon request **(As per the Partner Agency Agreement & Agency Release).**

Any Partner Agency who fails to submit the monthly report on time will be subject to the parameters outlined in the **Probation/Suspension/Expulsion Policy**. Failure to report on time is a policy violation subject to suspension or expulsion of partnership without first being placed on probation. However, the following Disciplinary Actions will take place.

- Any Partner Agency who fails to submit their monthly report on time will receive one warning from their District Coordinator. This warning can be communicated verbally or by email.
“**Verbal Warning:** An agency will receive a verbal warning from your District Coordinator for any behavior found to be unbecoming of a partner agency. This warning will be documented internally.” **(Probation/Suspension/Expulsion Policy)**
- Any Partner Agency who fails to submit a report for two consecutive report periods (35-45 days late) will result in expulsion of the partnership and status as a Partner Agency will be terminated. A closure notice will be sent to the organization.
- Any Partner Agency who fails to submit their monthly report on time for a second month, consecutively, will be released from any USDA (United States Department of Agriculture) programs in which they are participating, and they will be put on a 30-day shopping hold. If the Partner Agency is a USDA participant only, they will be given the option to become a shopping agency after a 15-day waiting period.
- Any Partner Agency who fails to submit a report on time for a second time within a 6- month period, will be subject to a 90-day probationary period. During the probationary period, any violation of the Partner Agency Agreement & Agency Release will result in expulsion of the partnership and status as a Partner Agency will be terminated and a closure notice will be sent to the organization.

Social Security Numbers

The Food Bank prohibits any partner organization from using Social Security numbers (SSN) as a screening tool. We have taken this stance for two reasons:

1. We believe that the risk of identity theft far outweighs any benefit of using a SSN to identify clients and to verify how many are in the household.
2. The process of using a SSN to screen/identify clients may be discriminatory since some undocumented and homeless individuals may not have a SSN or a Social Security card.

We strongly encourage partner members to use other processes when doing client intake and screening. **Hunger relief partners that use SSNs to screen clients will be terminated as Food Bank partner.**

Invoices

Partner members are provided an itemized invoice for product received from HHFB. Please check this invoice for accuracy before you leave the warehouse or the delivery site. Once the invoice is signed, you have agreed that your agency has received the product listed on the invoice. After you leave with your agency's product, nothing may be added to or deleted from your invoice.

All agencies must keep HHFB records, including invoices, on file for at least three years. TEFAP agencies must also keep TEFAP invoices on file for three years. HHFB representatives will ask to see these invoices when they conduct site visits.

Invoices should be signed at HHFB/delivery site to verify order.

Surveys

Partners are expected to respond to periodic HHFB surveys in a timely manner. Some of these surveys are meant to gather up-to-date information on each partner, while others help to determine the quality of service provided by HHFB or allow us to find out what your needs are.

SECTION 6: Storage & Handling

STORAGE AND HANDLING OF PRODUCT

Dry Storage

Agencies must be able to store food at least 4-6 inches off the floor and away from the walls of the storage area. Acceptable storage includes metal and wooden shelving (metal is preferred since it is easier to clean), cabinet space and wooden pallets. The storage area should be secured (locked) to limit access only to authorized personnel in emergency food pantries, soup kitchens and homeless shelters. This can be accomplished by locking the storage room or padlocking cabinet or refrigerator space. If the product is stored in a church kitchen, cabinets and appliances must be labeled "For Food Pantry Use Only" and be kept locked. Padlocks should be installed if necessary.



Refrigerated & Frozen Storage

Refrigerators and freezers must be clean and in working order.

HHFB product should be stored in a refrigerator or freezer designated solely for that purpose. If the product is stored in a church kitchen, appliances must be labeled “For Food Pantry Use Only” and be kept locked. Padlocks should be installed if necessary. Personal items may not be comingled with HHFB product at any time.

Temperatures must be monitored with refrigerator/freezer thermometers to ensure equipment is cooling properly. These thermometers may be purchased inexpensively at hardware stores and other retailers.

Refrigerator temperatures must be at 40°F or colder (ideally 38°F) and freezers should be at approximately 0°F. Temperatures should be monitored and recorded 5x/week unless the agency distributes TEFAP commodities. TEFAP recipient agencies must check the temperatures and record them daily.

On-Site Programs

Facilities must have three sinks - one each for washing, rinsing, and sanitizing dishes – or a dishwasher. If this is not possible, the agency must use paper and plastic plates and utensils for serving food.

All cleaning items and chemicals should be stored separately from food products to prevent contamination. Chemicals and cleaning items may never be stored above or on the same shelf as food items.

There should not be signs of pest infestation in the storage area.

Food may not be stored at a private residence or in a storage facility or building that is on an individual's personal property. All food storage must be either at the agency's facility or in a designated off-site storage area (NOT a mini-storage unit).

Transport of Refrigerated and Frozen Food Bank Products

Agencies must use one of the following methods to transport refrigerated and frozen foods year-round.

- Refrigerated and frozen food items must be transported in coolers with ice or cold packs to prevent thawing or spoilage.
- Another option is to cover refrigerated and frozen items with a freezer blanket. The freezer blanket will keep your cold items at safe temperatures if used properly. You can purchase freezer blankets from the Food Bank.
- Agencies also may use a refrigerated vehicle to transport cold items.

The Fair Packaging and Labeling Act

The Fair Packaging and Labeling Act PL 89-755 prohibits the distribution of any food item (except fresh fruit and vegetables) without a label. Labels shall contain:

- The common name of the product.
- The name and place of business of the manufacturer, packer, or distributor.

- The net quantity of the contents.
- The common or usual name of each ingredient, listed in descending order of prominence.

The labels on many salvage products are ripped, torn, or illegible. These products cannot be redistributed unless the information listed above is legible and complete. The purpose of such laws is to protect the consumer. Many people are on restricted or specialized diets while others may be allergic to individual foods (peanuts, wheat, tree nuts, etc.) and use the ingredients listing to identify products which may contain the allergen and thus must be avoided. In some cases, the latter situation may be life threatening.

The Federal Food, Drug, & Cosmetic Act

The Federal Food, Drug, & Cosmetic Act prohibits the introduction, delivery, or receipt through interstate commerce, of any food, drug, cosmetic, or device that is adulterated, misbranded, or unlabeled. Federal law clearly requires any organization, including members, to promptly dispose of any foods that are, or may be adulterated (“Adulterated” and “Contaminated” are considered synonymous terms in this manual). This act considers food to be adulterated if:

- It consists in whole or in part of any filthy, putrid, or decomposed substance, or is otherwise unfit for use as food.
- It has been held, packaged, or prepared under unsanitary conditions.
- It bears or contains any poisonous or deleterious substance.
- Its container is composed of any poisonous or deleterious substance that may render the contents injurious to health.

SECTION 7: Site Visits

SITE VISITS WITH FOOD BANK PARTNER AGENCIES

Site Visits: Purposes, Frequency and Process

Feeding America’s assurances to its donors that food bank partners are certified and are visited regularly by food bank staff has contributed to its growth and credibility as a network. The site visit demonstrates accountability, and accountability is what national manufacturers and grocers ask for in return for their contributions of food and non-food essentials.

Each Food Bank partner agency will be visited by a Food Bank representative a minimum of once every 24 months. If possible, an Agency Relations representative will visit each agency once per year. Agencies that need to improve program implementation, record keeping, or storage will be visited more often until conditions are improved. Site visits serve other purposes besides meeting Food Bank, IRS, and Feeding America requirements.

These visits give partners an opportunity to share concerns they may have about the services we provide. The Food Bank can address those concerns only if our staff is aware of them.

The site visits are also used to share information on new Food Bank programs and about other local partner members in your area.

Site visits give a member organization a chance to show the good work it is doing in its community.

A Food Bank representative will call the agency's primary contact to arrange an inspection visit. The Food Bank representative will explain the site visit process to the member contact, and a convenient time for both parties will be set up. A follow-up letter with time, date, and details will be emailed, or mailed if requested by the agency.

The member contact must call the Food Bank if an emergency conflict arises, and the inspection will need to be rescheduled.

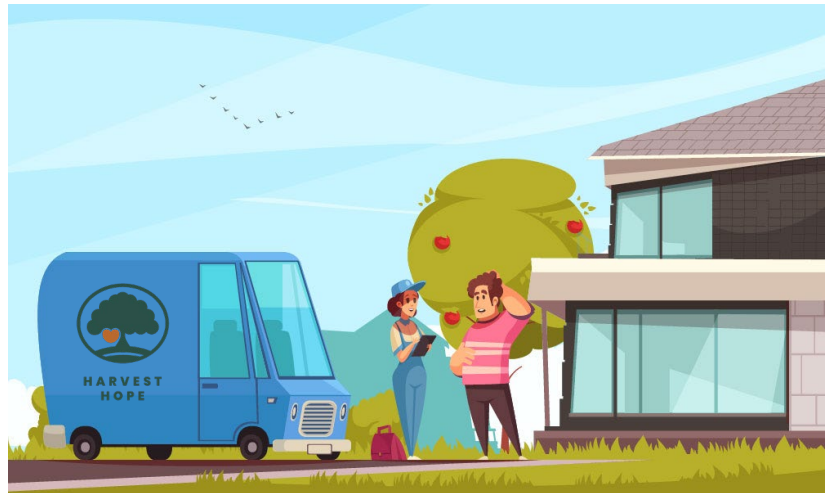
Please note that partner relief organizations are generally notified about site visits, but they may be unannounced as needed. Unannounced visits are usually conducted when an agency is difficult to reach or there is evidence that there are compliance issues.

What to Expect During Your Site Visit

The Food Bank representative will talk to you in detail about your organization.

The representative will ask about programs that your organization runs, who it serves, its service area, hours of operation, the number of people or meals served, the partner's referral system, how it is funded and its food sources (this list is not all-inclusive).

The Food Bank representative also will discuss how the Food Bank fits into your organization's plan. They also will find out what resources your organization needs to build its capacity to serve the community.



Storage and food preparation areas will be inspected to see if they meet Food Bank specifications.

3. Records such as invoices, TEFAP forms, and pantry distribution forms will be checked (see Section 5 for record keeping requirements).

4. The Food Bank representative will ask how Food Bank services to your organization can be improved. S/he also will review Food Bank programs that might be of interest to your organization.

5. S/he also will ask if any information about your organization has changed - contacts, shoppers, hours, phone numbers, mailing addresses, e-mail addresses, etc.

If Corrective Action is Needed During a Visit

If a storage or record keeping violation is minor, the Food Bank representative will suggest how the member can correct the situation. An Agency Relations staff person may conduct a follow-up visit to determine if the problem has been corrected. If the problem has been corrected, the agency's status will be returned to "active." If not, the agency may be suspended or terminated.

Major storage, record keeping, or other violations may result in immediate suspension or termination by the HHFB staff person with approval of the Programs & Agency Relations Manager.

The agency will be notified in writing, no later than one week after the site visit, of action to be taken by the Food Bank.

Limited Nature of Site Visits

The site visit is primarily conducted to ensure that partner agencies are in compliance with Food Bank rules and regulations and to satisfy the Food Bank’s contractual responsibilities to Feeding America. It is not intended to be a substitute for the agency’s internal controls or supervision.

SECTION 8: Training

MANDATORY TRAINING

Agency Orientation & Basic Training

Agency Orientation & Basic Training is designed for new program directors, new board presidents, and any key volunteers for your program. We cover big picture information as well as expectations for what is involved with partnering with Harvest Hope Food Bank. Anyone who might be placing food orders, submitting reports, accepting food deliveries, or picking up product from HHFB, should attend orientation.

A new agency must first attend an orientation session with the Food Bank before they are able to order and receive product from the Food Bank. New Directors are required to attend this training, and any new Board Presidents or key volunteers are highly encouraged to attend.

Orientation will consist of a review of ordering rules, warehouse safety rules and regulations, delivery program information, record-keeping requirements, Food Bank programs, and general Food Bank regulations. Agency staff will have ample opportunity to have any questions answered.

- Please note that individual shoppers or agency contacts may be banned, at the discretion of the Food Bank, from shopping at the Food Bank or from representing an agency as a Food Bank contact person for violations of the “Warehouse Guidelines” listed or violations of any other policies listed in this manual. Shoppers or agency contacts also may be banned if they do not treat staff, volunteers, other agencies, or donors with respect or if they disrupt the operation of the warehouse or of the Food Bank as a whole.

Food Safety Training

Partner agencies must take a Food Safety Training session coordinated by the Food Bank or take an online food safety training course at least once a year. If the agency can provide documentation that shows a representative is certified in “food safety” from an accredited group (such as SERV Safe), the agency will be exempt from the training until the certification expires. Agencies that fail to complete food safety training annually may have shopping privileges suspended.

Retail Donation Training

This training is for agencies who participate in the Retail Donation Program and pick up donations from retail stores such as Food Lion and Walmart. This session covers areas such as what items may be donated, transportation and storage procedures, record keeping requirements, good customer service and identification cards for participants. All shoppers picking up on behalf of the Agency must attend this training every two years (or as required by HHFB) and receive an updated ID card.

Yearly Compliance Training

The Food Bank strives to be a good steward of the foods and other items that are donated to it. To be good stewards, we must ensure that partner agencies follow the rules and guidelines that have been put into place to make sure that donated products are used properly. To this end, the Food Bank provides mandatory training yearly.

Program Training

USDA recipient agencies must receive training from a Food Bank staff member to ensure they receive information that will keep them in compliance with the programs. The training sessions cover record keeping, civil rights, storage of products, non-discrimination, proper signage, allocations of product, etc.

If compliance issues are found during a site visit, agencies will be required to receive TEFAP training again.

SECTION 9: Compliance

UNAUTHORIZED USE OF FOOD BANK PRODUCT

Food Bank product is donated for the sole purpose of feeding the needy, ill, infirm, or infants (defined by the IRS as children younger than 18) according to guidelines set forth by the Internal Revenue Service and Feeding America. Using Food Bank product in an unauthorized manner will result in suspension or termination of Food Bank shopping privileges.

- Religious organizations may not use Food Bank product for any religious functions, including, but not limited to church dinners, Sunday school classes or vacation Bible schools.
- Food Bank product may not be consumed or used by the agency's program staff unless the following conditions are met:
 - Program staff in group home, shelter, soup kitchen or other on-site agencies may consume Food Bank product when client meals and/or snacks are served. Primary service must be to clients. At least 70% of the recipients of the meals/snacks must be clients.
 - If a program staff member has a legitimate need because of an emergency situation, a pantry program may provide him/her with groceries. This distribution of food must be documented on

agency and Food Bank record keeping forms. Distribution of food to staff or volunteers should not be done on a routine basis.



- Food Bank products may not be used for the purpose of fundraising either as prepared food (such as spaghetti dinners or bake sales) or as “prizes.”
- Agencies, regardless of method of how they

receive the donated product (i.e., directly from the member, through the store donation pick-up program, excess mobile pantry product, etc.) may only distribute donated products to clients. Agencies may distribute donated products to other food bank member agencies with prior approval from the Food Bank. No product may be shared with non-food bank member agencies, organizations, or business entities.

- Agency “volunteers” may not receive food in exchange for their service. Volunteers should NEVER receive food as a “thank you” for their service. If volunteers are legitimately in need, they may receive food, but they may not receive food in a different manner from other food recipients (i.e., they may not receive preferential treatment). They also may not “cherry pick” product or set it aside before distribution to other food recipients.

CLIENT RIGHTS AND AGENCY AVAILABILITY

Notice to the Public of Availability

Agencies must have signage posted in a visible location on the outside of the building.

If a scheduled distribution must be changed, the agency should notify the public via visible signage on the outside of the building and on the outgoing message on the voicemail box/answering machine.

Each agency is required to provide some form of public notification each year. The full nondiscrimination statement must be included in all public notification materials. Public notification should include agency name, address, contact information, and days and times of operation.

Another way to provide notification to the public is to use social media and website postings.



Client Rules and Client's Rights

Any rules or regulations that clients must adhere to must be in the form of a written policy to avoid discrimination or inconsistencies in how clients are treated. These policies should be approved by the agency's Board of Directors or other leadership body.

We strongly encourage agencies to post any rules and expectations that the agency has of its clients and those they should expect of the agency. These should be placed in very visible and well-trafficked areas at the agency.

As mentioned earlier in the manual in Section 2, clients may not be discriminated against. Any agency found in violation of this policy will be terminated as a Food Bank partner agency.

RELIGIOUS PROSELYTIZING

Agencies may not discriminate against clients based on religious preference or status. No client may receive priority service due to religious beliefs or participation.

Partner agencies cannot require clients to participate in prayer, worship or to receive religious messages or devotions as a condition of receiving food. Partner agencies are welcome to invite clients to participate in religious services but must not tie those services to the food distribution process. If a food recipient does not wish to participate, their decision must be respected.

***Exceptions to this are programs in which clients voluntarily reside at an agency in which religion is a part of its stated mission (e.g., rescue missions).

VOLUNTARY CONTRIBUTIONS FROM FOOD RECIPIENTS

Partner agencies must not actively request that clients provide "donations" or in any way infer that donations are required to receive food, since it might be construed as payment for food. FBA recommends to not even have a donation jar out for clients. However, if an agency does receive donations from food recipients, it must be done as explained below or the agency risks suspension or termination as a Food Bank partner agency.

- Any client contributions must be truly voluntary and anonymous and cannot be coerced or implied or even encouraged, suggested, or recommended. They must be completely voluntary.
- Agencies may set up donation canisters, jars, or boxes, but these must be located in places where donations can be made in a completely anonymous way. Donation canisters, jars or boxes cannot be placed in areas where agency staff/volunteers know which food recipients are donating and which are not (e.g., waiting areas, at the main desk, intake areas).
- Agencies may not charge any fees for food boxes, transportation of food, etc. to clients to cover operating expenses. Partner agencies also cannot post or communicate "suggested donation" amounts to food recipients nor strongly encourage clients to donate. Agencies that charge fees to food recipients or violate the "Voluntary Contributions from Food Recipients" section of the policy manual will be terminated from partnership with the Food Bank.

AGENCY RELATIONS COORDINATOR

The relationship between Harvest Hope Food Bank and its partner agencies is crucial to the food bank network. To provide the best service possible, each agency will be assigned an **Agency Relations Coordinator (ARC)**.

The position of the ARC is to be knowledgeable about all matters pertaining to the partner agency. The ARC will assist and guide the partner with its food banking needs. Communicating with your ARC regularly must be a food pantry practice. Refer to HHFB Contacts section for the appropriate contact information.

EMAIL

We encourage partner agency managers to check your emails daily as that is the main method of contact from HHFB to its partners.

The agency will provide their ARC with no more than 2 email contacts. It is the responsibility of the partner agency to ensure HHFB correspondence is distributed amongst the pantry staff.

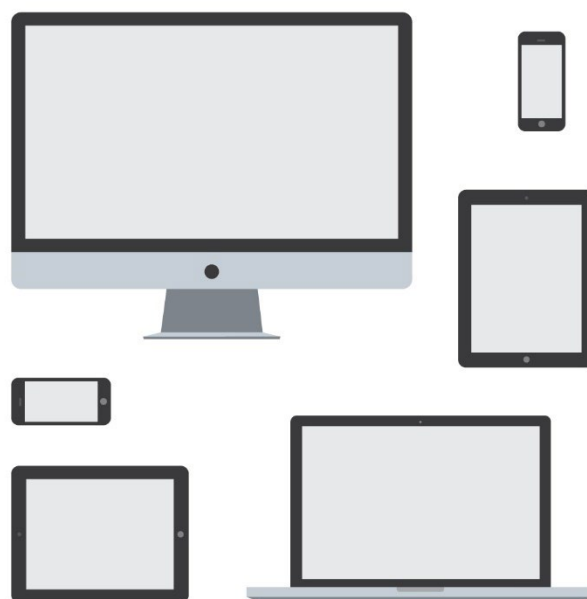
COMMUNICATING CHANGES IN PROGRAMS OR PERSONNEL

Please notify your ARC of any operational changes in your program that may affect your shopping volume or frequency. These types of changes include changes in days and hours of service, additions or terminations of programs and additions of facilities. Some programs that your agency offers may not qualify to utilize Food Bank product.

Always report changes in shoppers or contact information for your agency. This ensures that communication is directed to the appropriate staff and that only authorized people are allowed to shop for your agency.

Please notify the Food Bank concerning address, phone number and e-mail address changes. Without these types of updates, we will not be able to reach agency contacts or email newsletters and other important information.

The agency director, program coordinator or board president should submit any changes as soon as possible to the Agency Relations Coordinator.



FOOD BANK OPERATIONS

Guidelines for Being in the Food Bank Warehouse



- Product pickup is by appointment only. You will schedule your appointment to pick up your product when you place the order online.
- The Food Bank warehouse is open for pick-ups between 8 a.m. and 2 p.m. Monday - Friday.
- If any agency repeatedly misses scheduled appointments, it may be subject to disciplinary procedures or lose its appointment on the “permanent” schedule.
- Upon arrival, please sign in at the front lobby and then check in with the Customer Service and Receiving. We ask that you always bring your agency identification card when picking up food bank product. You will not be allowed to pick up without your card. These cards identify you as authorized representatives for your agency. No one other than the assigned representative is authorized to use agency identification cards. Replacement cards will cost \$5 (we will replace your shopping card once at no charge).
- All cardholders must be at least 18 years old. At least one cardholder must be present when your agency shops. A maximum of four people from each agency may be in the warehouse at any given time during pickups.
- Please do not take more product than your agency can distribute/use in 30 days. This gives all agencies equitable access to product. Also, do not take more product than you can load in your vehicle. We will not be responsible for items left in the warehouse.
- Please do not open cases. This prevents damage to Food Bank product and keeps the warehouse neat. Take whole, sealed cases only. If you need to know more information about a product, please ask warehouse staff for assistance. An agency that opens a sealed case may be asked to leave the warehouse without its product.

- Please bring coolers and ice or ice packs to transport refrigerated or frozen items. Freezer blankets may be used in place of coolers. You will not be permitted to leave with refrigerated or frozen product that cannot be properly transported.
- Produce and bakery items are always distributed without a shared contribution fee. Shoppers may take as much as their program can use or distribute before spoilage sets in.
- Plan to load your own vehicle and bring enough people to assist you as needed. Food Bank staff will be unable to assist agencies in loading vehicles. Exception: Commercial vehicle with tags in the name of the agency may be loaded by forklift. Personal vehicles are unable to be loaded by forklift.
- Due to safety issues, shoppers are allowed only in the shopping area of the warehouse. Children under the age of 12 are not allowed in the warehouse under any circumstances. If you bring children younger than 12, please have someone available to watch them.
- The shared contribution fee is currently \$0.19 per pound. Some items may be less than this. Value Added Product (VAP) Items may cost more.
 - Pay shared contribution with an agency or church check only. The Food Bank does not accept cash, personal checks, money orders, or counter checks.
 - All new agencies must pay at the time of pick-up/delivery for the first six months of membership. Agencies may request charge privileges after this time.
 - Agencies with returned checks due to insufficient funds or those that have been suspended because of carrying a past-due balance must pay as they shop indefinitely.
 - Once an agency receives an invoice, no new items may be added. Please check your invoice for accuracy before signing it. Sign your invoice upon checkout and have them co-signed when you return to your agency. Please keep these invoices on file at your agency for at least five years. Once an invoice is signed, the shopper has agreed that all invoiced product has been received by the agency.
 - There is a \$25 charge for checks returned for insufficient funds.
- No weapons of any kind are allowed on the premises.
- No eating or drinking is allowed on the warehouse floor.

Remember that your agency is one of many that utilize the Food Bank. We are all in this together. We appreciate your cooperation.

Safety Practices

- **Agency shoppers must wear closed-toe shoes.**
- **Do not stand on pallets.** This will prevent tripping and falling; prevent getting your foot caught between the slats; and prevent your foot from breaking through the wood.
- **Lift boxes properly to avoid personal injury.** The Food Bank will demonstrate this for you during pick-up if needed.

- **Remain in designated shopping areas.** Certain areas of the warehouse are “staff only” areas. They are usually, but not always, chained off. Do not go into areas designated as staff-only. Forklifts are usually operating in these areas.
- **Be aware of “honking horns!”** This will alert you that a forklift is nearby. Shoppers are not allowed to operate power driven equipment.
- Park in designated parking areas and abide by 5 mile-per-hour speed limit while on Food Bank property.
- **Please look for fire extinguishers** in the warehouse and general office area to be prepared for a fire emergency. Feel free to ask Food Bank staff to show you where this equipment is located. Also please be familiar with the fire exits. Please cooperate with the staff direction in the event of an emergency.
- **In the event you are involved in an accident/incident,** we require that you report it to the staff and complete an accident/incident report. Also, we ask that if you are witness to an accident/incident, please report it to the staff and provide a written statement of what you have observed.

Delivery Service (Program Specific)

Each eligible agency will be contacted with delivery information via phone on the day of the scheduled delivery. Delivery services are program specific and do not apply to all programs.

Please arrive on time. If an agency does not pick up its order, the Food Bank driver will take the order back to the Food Bank. The agency will be contacted and given a verbal warning. For subsequent offenses, an agency may be suspended from using delivery services.

The driver will have an itemized invoice reflecting your order. When receiving the order, check its accuracy against the sheet provided. Note any shortages on the sheet so that you may be invoiced correctly once the driver turns the paperwork in to the appropriate Food Bank staff. If a correction must be made, your account will be credited for the appropriate amount.

You must pay for your order with a check after signing the invoice unless your agency has charge privileges. If you are paying via the driver, please do not fill out the amount on the check until you sign your invoice sheet.

ORDERING PRODUCT

Online Ordering Portal

Beginning July 2022, agencies will no longer shop on site in Harvest Hope Food Bank warehouse. Food will be ordered from the SCA online ordering website.

Each agency will have an account to login to and purchase product. The system is user friendly like any shopping website and ensures that agencies receive equitable access to the available product to agencies. Product will be updated daily.

Entering the Ordering Portal

To enter the ordering portal, begin by navigating to the website <https://www.harvesthope.org/>, and click on “Agency Portal” on the bottom of the home screen

CHARGE PRIVILEGES

Agencies may request charge privileges if accounts are paid through an accounting office.

Formal requests for Charge Privileges must be addressed to the Food Bank Executive Director in writing. The request should include authorization of the Board of Directors of the member agency. The letter must explain the current procedure used by the agency to pay accounts and the reason why the agency is requesting charge privileges.

All requests will receive a written response from the Food Bank's Executive Director. Only after you receive written authorization from the Food Bank will the charge privileges be extended.

PAST DUE BALANCE & RETURN CHECK POLICY

The Food Bank must be good stewards of the resources that are donated to it. We also must be fiscally responsible in our management.

Late Payments

A late payment is any outstanding invoice that is not paid within 30 days. Agencies that are 60 days past due on any invoice balance will be placed on **Product Hold**. The agency will not be able to shop or receive any Food Bank services until any balance more than 30 days past the due date is cleared. We will provide copies of open invoices as requested. Continued failure to pay will result in suspension of membership and referral for collection

***Note:** Agencies are required to pay invoices within 30 days of shopping. New agencies must pay as they pick up during the first six months of partnership.*

Please remember that any partner agency with a balance over 90 days may be terminated as a partner agency.

Returned Check Policy

Any agency with a returned check will have its shopping privileges suspended as well. The agency's shopping privileges will be suspended until 14 days after we receive payment to cover the returned check amount and the \$25 returned check fee.

If the agency can provide the Food Bank written documentation from its bank that the check has cleared before the 14-day period, its status will be returned to active and in good standing. Agencies that have two returned checks in a 12-month period or five at any time during its partnership may be terminated.

Payments must always be made with an agency check. The Food Bank does not accept cash, personal checks, money orders or counter checks.

Any partner agency that is placed on suspension because of a past-due balance or a returned check will be required to pay as it shops indefinitely. "Shopping" means any receipt of product from the Food Bank, i.e., receiving items through warehouse shopping, the rural delivery program, Mobile Food Pantry, direct distribution, TEFAP, SNAP, the purchase program, etc.

SECTION 13: Probation, Suspension and Termination Policy

Harvest Hope Food Bank at its own discretion, reserves the right to monitor each and any Partner Agency at any time to ensure compliance standards are being met.

Policy Violations:

1. Exchanging donated food /products for money, property (including other food items) or services.
2. Removal of donated food/products from on-site program for private use.
3. Using donated food/products in a manner that is not related to the exempt purposes of the Food Bank.
4. Violation of the Agency Agreement & Agency Release with the Food Bank.
5. Violation of the reporting policy
6. Delinquency in reimbursement of shared maintenance contributions and/or delivery costs.
7. Improperly storing, refrigerating, or transporting donated food or other product.
8. Improperly stockpiling of donated food/products.
9. Violation of any federal, state, or local statute, ordinance, code or regulation.

Disciplinary Actions:

Probation:

A Partner Agency may be placed on probation for a period not to exceed one year if found to be in violation. Notification must be in writing. The Programs & Agency Relations Manager has the authority to place Partner Agencies on probation. The Partner Agency may appeal its probationary status to the Programs & Agency Relations Manager by delivering such appeal within 10 working days, in writing. The purpose of the probationary period is to place a Partner Agency on notice that it must bring its program into compliance or face suspension or expulsion. During the probationary period, the Partner Agency retains all rights and privileges.

If the violation is not rectified by the end of the probationary period, the Programs & Agency Relations Manager shall have the authority to extend the probationary period or to suspend the Partner Agency. The Partner Agency may appeal this decision as previously outlined.

A Partner Agency's probationary status is terminated when one of the following occurs:

- (1) The Partner Agency corrects the violation and notifies the Programs & Agency Relations manager that the violation has been rectified, or
- (2) The Partner Agency has been suspended or expelled.

Suspension/Expulsion:

A Partner Agency may be suspended or expelled, without first being placed on probation, if found in violation of violations 1, 2, 3, 4 or 5.

All other violations must be preceded by a probationary period for the violation in question or another non-related violation. The Agency Relations Director may implement a suspension/expulsion which results in the agency losing all the rights and privileges of a Partner Agency as well as its status as such. At the end of a suspension period, an agency may reapply to become a Partner of the Food Bank, however, once expelled an agency may never apply for partnership again.

SECTION 14: Best Practices

PANTRY ACCESSIBILITY

Pantries, like any community resource, are only as useful as they are accessible. Of the many factors influencing pantry accessibility, the two most complex and important are to consider are service areas and hours. These decisions are typically made when pantries first open, but they are worth revisiting occasionally in order to ensure your pantry is operating as effectively as possible.

Deciding Who to Serve & When

QUESTIONS TO ASK ABOUT AREA & HOURS:

- **How many clients can you serve, given your food supply, volunteer base, financial support, and physical space?**

Some pantries like having an open service area because they don't want to turn anyone away. Open service areas can also reduce the time spent on intake. However, serving the entire city could easily overwhelm a pantry of any size. For that reason, most pantries have defined service areas, which enable them to address needs in their neighborhoods while directing out-of-area clients to the pantries closest to them.

- **Are you over or under capacity?**

If you are under capacity, you could increase your hours, expand your service area, or ramp up community outreach. If you are over capacity, you could limit the area you serve, refer clients to nearby pantries, or expand operations. Which would serve your community best?

- **Are you filling gaps or overlapping with other pantries?**

How many other pantries share your service area? Are any nearby neighborhoods underserved by pantries? Are you open the same times as nearby pantries? Are there days when no pantries are open in your area? You can learn about nearby pantries from Community Compass, 211, or IHN's pantry meetings.

- **Are your boundaries easy to understand?**

Most pantries use zip codes, four streets as cardinal direction boundaries, or township location.

- **Are your hours convenient to the community?**

Most pantries are open during business hours (M-F, 8am-5pm). Consider serving on evenings or weekends to accommodate working clients.

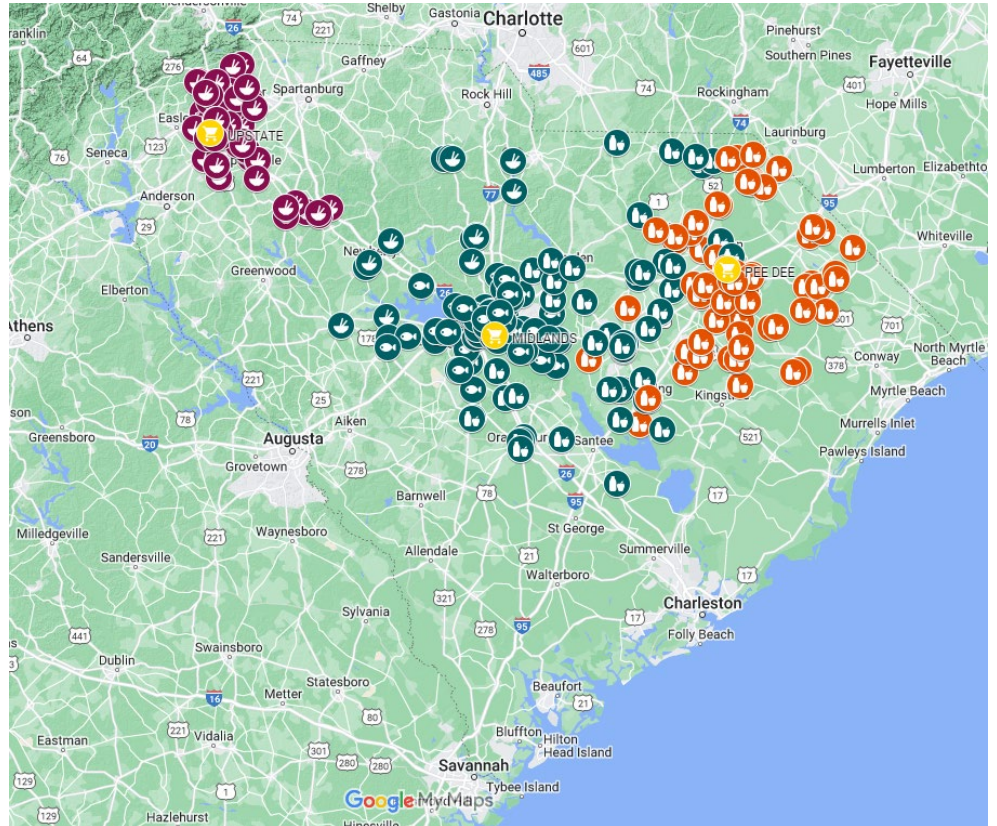
Pantry Location

To the right is a map of partner agencies in our 20-county service area.

Notice that some areas have several pantries grouped together, and other areas have no pantries.

How do hungry people get food if they live in an area with no pantries? These blank spots on the map aren't vacant places; they have many residents, including immigrant populations.

Is your pantry filling a gap? If not, collaboration or consolidation could be good options for making your pantry as effective as possible.



Frequency of Visits

Another aspect of accessibility to consider is how frequently clients will be permitted to utilize the pantry. Depending on your partnerships, you might already have minimum requirements for serving clients. Otherwise, deciding how frequently clients can visit is a matter of what the community needs as well as what your pantry can handle.

Increasing Pantry Accessibility

Location, service area, open hours, and visit frequency are the most important factors to consider in pantry accessibility. Once you feel confident about those decisions, there are other practices that can also help to increase accessibility, including establishing clear expectations, posting pantry information, communicating across barriers, and increasing physical accessibility.

Establishing Clear Expectations

Potential clients and returning clients need to know what to expect when they visit the pantry. Most importantly, they should know when the pantry is open, that they will be served (i.e., the pantry will not run out of food, that they meet the requirements to be served), and approximately how much food they will receive. Clients need to trust the pantry if they're going to utilize it well.

Most clients have at least one major barrier that keeps them from accessing a pantry easily—for example, transportation, childcare, work schedules, or physical disabilities. If a client puts the time and energy into getting

to the pantry and is unable to be served because pantry times changed without notice, the pantry ran out of food, or the client is told they are out of the pantry’s service area, they will be less likely to risk the time and transportation cost of going to food pantries in the future, and their family’s food supply will become even more unstable.

Posting Pantry Information

Pantries that are open to the public and willing to receive new clients should be listed with accurate information on 211. If your pantry is not listed, submit a 211-inclusion request. If your information changes, try to report the change as soon as possible using the Provider Search webpage.

In addition to 211, there are other ways to ensure that pantry information is easy for the community to find. Here are some ideas to consider:

- Signs outside the pantry allow people to learn about the pantry while walking or driving. These signs direct clients to the correct place and create a welcoming atmosphere.
- Information on a website or social media page with open times, requirements, and service area make it easier for clients to find accurate answers to their questions. Since most people have smartphones, including at least 71 percent of low-income individuals, an online presence is helpful.

Weather Related Closing Policies

Clients should know before arriving at the pantry whether it will be closed due to weather. It makes life easiest for your volunteers and your clients if you have an established policy in place that is always posted in your pantry and on your website. This can be as simple as saying, for example, “If DSS is closed, the pantry is closed. If DSS has a delay, the pantry will remain open as usual.”

Other pantries make a point of updating their Facebook pages or sending out a text or email alert to clients that have opted into being notified.



Relating Across Communication Barriers

Communication barriers can arise with clients who have difficulty reading, visual impairments, difficulty with verbal communication, or who are English language learners. Pantries have used the following strategies to communicate across these divides:

- Recruiting volunteers to be interpreters throughout the intake and distribution processes
- Adopting a distribution model that uses less verbal or written communication, such as a shopping model
- Training volunteers to communicate with people who have limited English
- Translating the pantry list into other languages or using pictures



Physical Accessibility

Often, the most accessible pantries are located on bus routes and have free parking available for clients. Bicycles are also a common form of transportation, so providing bike racks at the pantry may be helpful.

Since physical accessibility is connected to physical safety, pantry leaders should be trained in conflict de-escalation. Additionally, many pantries are finding it wise to post visual reminders of their policies banning weapons in the pantry.

Finally, make sure your pantry is ADA compliant; people with all different ability and mobility levels need to access food assistance, and pantries have an opportunity to help break down the physical barriers that prevent people from getting the help they need.

Out-of-Area Clients

As shown in the graphic to the right, there are several options for serving clients who live outside of your service area, ranging from no service to full service once per year.

Notice in this scale of practices, the red is generally not recommended, and the green is considered a best practice.

Regardless of which method your pantry uses, referring out-of-area clients to another pantry is always a good idea. To do this, you can, provide information on pantries in their area, or refer them to 211.

Free cards for 211 are available using 211's Materials Request webpage.

OUT-OF-AREA CLIENTS



NO SERVICE

Out-of-area clients are sent away without being given food.

PREPACKED BAG

Out-of-area clients are given a bag of pre-selected nonperishable food.

PREPACKED BAG + FRESH FOODS

Out-of-area clients are given a bag of pre-selected items, including perishable food (e.g. milk, produce).

FULL SERVICE ONCE

Out-of-area clients are allowed to fully utilize the pantry one time.

FULL SERVICE ONCE + REFERRAL TO OTHER PANTRY

Out-of-area clients are allowed to fully utilize the pantry one time, and are given the information for a pantry in their area.

INTAKE PROCESS

First Points of Contact

Creating a Welcoming Environment. The pantry environment is largely shaped by how clients are treated when they arrive at the pantry, including the way they are welcomed and the safety of the atmosphere they wait in. Walking through the door and starting the intake process should help clients feel they are being taken care of, not prompt them to become defensive.

Client & Volunteer Expectations

Some pantries have found it useful to create a written document of the pantry's expectations for both clients and volunteers. This list of expectations can be posted in a common area and also presented and signed during volunteer orientations.

Protect Clients' Privacy

As much as possible, try to ensure that your clients can share their personal information during intake without other clients hearing or seeing it. Additionally, be direct with your clients about how their information will be used. For example, will their names be reported to another organization?

Avoid Requiring Religious Participation

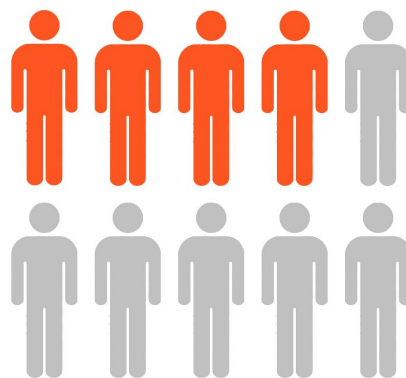
Religious activities, such as prayer, Bible studies, and baptisms should be voluntary and take place after food is received so that clients don't assume their participation is a prerequisite for receiving food. Many pantry staff and volunteers are involved in feeding hungry people because their faith compels them to do so, and there is no reason why pantries shouldn't share that motivation with the people around them. While people and pantries are free to express their faith openly, *requiring* clients to participate in religious activities can inadvertently discourage use of the pantry by people who need it. In the long run, religious requirements can reduce the number of people you are able to impact through your ministry. Below are some good examples of expressing faith in the pantry:

- Host a Bible study or service before the pantry opens and/or in a different part of the building
- Make printed information available in waiting areas
- After food is received, ask clients if they have prayer requests
- After food is received, invite clients to attend future church services or activities

Preserve Client Dignity

When asked about the primary reason someone in the house has gone hungry, one of the most common responses was that people are embarrassed to ask for assistance. Additional questions and required documents during the intake process add to that feeling of embarrassment. Additionally, as shown in the infographic to the right, research suggests that as many as 40 percent of those in need will go hungry rather than submit to an invasive screening process. The need for food in South Carolina is so great that we cannot risk turning people away due to intake practices.

"Waste Not Want Not" research indicates that up to



40%

of people in need of food assistance will go hungry rather than submit to a poorly structured screening process.

Barriers to Providing Documents

Here are some reasons why clients might have difficulty providing specific documents for intake:

Clients who are homeless, sleeping on a friend's couch, or living in a hotel might not have mail, utility bills, or lease agreements. Below are a few tips that might help your pantry navigate these barriers, but even with these tips, providing documents can be difficult for this group. Homeless clients could be listed within your system as “No Permanent Address,” which would allow your pantry to waive some of the typical intake requirements. If the client is staying with someone in your service area and needs mail for proof of address, the pantry could ask permission to send a piece of mail from the pantry to the address where they're staying and ask the client to bring it in next time. They would, ideally, be served in the pantry at the time of their visit and then have their information verified on their next visit. Be aware that this is not an option for everyone in this situation; sometimes the person your client is staying with might not want your client to receive any mail in their name if their stay could be a violation of the lease. If the client is staying in a hotel, you could encourage them to bring in their hotel registration form as proof of residence.



Clients who are documented immigrants might fear risking their citizenship status by using assistance programs. A recent rule, the Inadmissibility on Public Charge Grounds, has set penalties for legal immigrants who use or are expected to use public benefits for which they are eligible, including SNAP.³ Legal, documented residents might be wary of applying for these programs because of a fear that receiving public assistance could prevent them from attaining full citizenship. While pantries are not affiliated with programs like SNAP, there is reason to believe that some immigrants are wary about using any assistance for fear their information could be shared and their families' citizenship status put in jeopardy. One of the best ways to deal with this barrier is to educate your clients about how their information will be used. Let them know directly that their names will not be shared with other agencies, that your food pantry does not report names of participants to the government, and that private assistance programs are available to everyone.

Clients who are undocumented immigrants will likely not be able to provide state-issued photo ID cards, Social Security cards, birth certificates, or other identifying documents besides mail. While immigration is a divisive topic, hunger shouldn't be. Regardless of personal views on immigration policy, undocumented families need to put food on the table just like anyone else. Families without documents might not volunteer their immigrant status to you for fear of being targeted but remember to consider that some families might need flexibility in the intake process for this reason.

Clients who do not currently have possession of their documents won't be able to show them. Anyone can temporarily misplace a document or store it at a relative's house or in a storage unit they can't access. Moreover, people who are using food assistance are almost always either low-income or in crisis. In either case, people who find themselves in these situations are likely experiencing turbulence, instability, and stress. The important but not urgent details of life like Social Security cards or birth certificates can easily get lost in the shuffle of evictions, health crises, fleeing abusive relationships, or any number of other concerns facing the family.

Clients who have recently moved might not have an updated proof of address. It might seem like clients should simply wait until they've received utility statements or a signed copy of their lease, but households that have recently moved might be in very precarious financial situations after paying rent, security deposits, and potentially dealing with evictions.

Clients who work irregular hours or off-the-books jobs will struggle to show proof of income. Additionally, there can be fees associated with providing records from banks and other institutions. Because of the hassle for both clients and pantry workers, requiring proof of income may not be needed.

Improving Wait Times

Wait times are different for each pantry, and they can vary greatly based on day or time. One strategy to reduce wait times is to encourage clients to visit the pantry during off-peak times. Additionally, it is beneficial to measure the average amount of time a client spends at the pantry per visit. This is a metric worth capturing because reducing wait time can have a significant impact on the lives of your clients, not to mention the overall feel of your pantry. Below are a few reasons why reducing wait times is important:

Reducing wait times gives clients time to address other aspects of their lives.

People in poverty or crisis tend to juggle an overwhelming number of tasks and concerns. While a portion of your clients might be retired, unemployed, or have time on their hands, the majority of low-income, food insecure people do not have much extra time. By reducing the amount of time they spend waiting at the food pantry, you free them up to do other things—for example, visit the doctor, complete WIC classes, study for a drivers test, fill out a SNAP application, meet with a social worker, attend an HSE class, finish a car repair, or spend time with their kids.



Reducing wait times helps prevent missed meals.

If the pantry experience is reliably quick, clients will be more likely to visit when they need food, as opposed to putting off their pantry visit until they have extra time to go to the pantry. By encouraging clients to visit the pantry as soon as they start running low on food, the risk of missed meals is reduced.

Reducing wait times makes the pantry a calmer environment.

Nobody is their best self when they're waiting in a long line, whether it's for the grocery store, airport security, or food pantry. People get bored and agitated when they must wait, and those frustrated feelings are compounded with the added stress of struggling to put food on the table. Pantry waiting areas can easily become high-stress environments where conflicts break out quickly. By reducing the time clients spend waiting, it makes the pantry experience better for clients and easier for volunteers and staff to manage.

VOLUNTEERS

Food Pantries Run on Volunteers

Chances are that every pantry representative reading this manual either works with volunteers on a regular basis or is themselves a volunteer. This section outlines some of the best practices and resources for recruiting, training, retaining, and appreciating volunteers in the pantry.

Defining Volunteer Roles

You need to know what your pantry needs to recruit people to fill those needs. An established list of volunteer roles and the priority level, primary tasks, and necessary training associated with each role will help the pantry management and the volunteer experience. If you haven't already, consider creating a document with each volunteer role for both stocking days and pantry days, and mark each role according to its priority. This will tell you how many people are needed on any given day and establishes a plan for extra volunteers. This list can help you recruit or advertise for specific positions. Additionally, this list of volunteer roles will help you keep jobs on your radar that are important but not urgent.



Recruiting Volunteers

New volunteers might not know anything about your pantry or even about food insecurity in your region. For that reason, it's a good idea to prepare an overview of information for volunteer recruitment, including:

- The purpose of your organization and who you serve

- Overview of main volunteer roles and responsibilities
- Benefits of volunteering

Where to Find Volunteers

- **Clients** - Your clients might be willing to help but haven't been invited or don't know how to sign up.
- **Faith Communities** - Churches, mosques, synagogues, and other faith communities are great sources of volunteers. Most church pantries have volunteers from their own congregations, but there are many churches that have no pantries and are full of potential volunteers. Consider reaching out to those nearby for volunteers.
- **Volunteer referral organizations** - Several websites allow organizations to post volunteer opportunities, including VolunteerMatch.org, Idealist.org, TeenLife.com, Hungervolunteer.org.
- **United Way** - UW can connect your pantry to corporate volunteer groups. Use UW online form to sign up.
- **Students** - Reach out to schools, scout groups, sports teams, internship programs, and clubs or other groups (4H, FFA, sororities, fraternities).
- **Volunteer service organizations** - Fill a fulltime position through AmeriCorps or Senior Corps.
- **Community Service Work Program** - See next page for information.
- **Local businesses** - Coffee shops, gyms, and other places where people in the neighborhood congregate are good places to post a flyer about volunteer opportunities.
- **Volunteer fairs** - Local colleges, breweries, and other groups organize opportunities to connect future volunteers with local organizations.
- **Events** - Host a booth at a local festival to spread the word about your pantry, hand out volunteer information, and pair it with a fund drive.

Find ways to reach out to the people who are most connected to the community your pantry serves. If your pantry serves a lot of people of a certain demographic, invite that community to volunteer. Most of the time, pantries will find support by recruiting volunteers from the neighborhood. If people know that your pantry is feeding their own neighborhood, they're more likely to get involved.

Tips to Help with Recruitment

The following are helpful tools for recruiting new volunteers and encouraging returning volunteers to stay engaged:

- E-Newsletters to volunteers
- Sign-up Genius or Sign-Up.com
- Banners, brochures, or other resources specifically geared toward potential volunteers

Relationships are an important part of a sustainable volunteer base. Invite volunteers to connect the pantry to other parts of their lives, for example:

- Bringing friends to work alongside or organizing a volunteer group from the neighborhood, workplace, book club, etc.
- Sharing on social media
- Passing out information

Volunteer Training

All volunteers need training and orientation before getting involved in the pantry, both for your benefit and theirs. However, volunteers will need different kinds and amounts of training depending on their role.

All volunteers should be given the following information:

- Pantry or organization's mission
- List of volunteer expectations
- Nondiscrimination and Civil Rights training (required for some pantries, but useful for all)
- Basics of food safety, if applicable for the role
- Position-specific tasks and skills (e.g., using intake software, shelf stocking priorities, etc.) Allow new volunteers to shadow more experienced volunteers until they feel confident. For personal shoppers, this shadowing could take 5-10 minutes, but for more complex skills, the volunteer might need significantly more training before doing the role on their own.
- Who to ask with questions or problems

Longer-term volunteers should receive all the above information as well as the following, as applicable:

- Interacting with clients, including dealing with vulnerable populations and conflict de-escalation
- Training to increase understanding of poverty, privilege, and cultural competency
- Community Action Poverty Simulation events
- SERV Safe or other food safety certification

Volunteer Appreciation & Retention

In an ideal situation, volunteer experience should be busy, valuable, and enjoyable. One of the simplest ways to achieve this is to make sure that volunteers aren't bored; this involves walking the fine line of having enough volunteers to cover the priority roles in your pantry to run effectively but not so many volunteers doing the same tasks that anyone feels expendable or unimportant. One way to prevent boredom is to have a list of backup roles for volunteers so that everyone can be busy enough to feel that their time at the pantry was well spent. Another way to help the volunteers feel valuable is to let volunteers know what they accomplished while at the pantry. For example, at the end of a shopping day, tell volunteers how many households the pantry served that day. After a big day of sorting, let them know how many estimated pounds of food they sorted. If they're stocking, cleaning, or doing some other tasks, remind them of how important their work is to the overall effectiveness of the pantry.

Communicate with your volunteers, both new and current, and position volunteers in ways that fully leverage their strengths, skills, and interests. You might have a college student helping clients shop who has also taken a grant writing class and would be interested in helping the pantry apply for grant support. You might have a retired data analyst who could create a better spreadsheet for easier client intake. You might have someone stocking shelves who also loves gardening and would like to start some vegetable beds at the pantry. You never know the many ways people can contribute to the pantry unless you get to know them over time, discover what they enjoy, and find out what they want to do. When people are put in roles that they do well and enjoy, especially when they're doing this work alongside people who know and care about them, retention will be high.

Offering benefits to your volunteers as recognition of their time and energy can go a long way to improve volunteer retention and morale. Here are some examples:

- A monthly pizza party after serving in the pantry
- Gifts, such as a pantry t-shirt
- Food, drinks, and breaks during shifts
- Milestone acknowledgements when volunteer hits certain number of hours
- Promoting volunteers who seem interested can be a good way of training future leaders while securing a dedicated volunteer force. Volunteers can be promoted to shift leads, given special tasks, or invited to be on your board.
- Appreciation Events - Volunteer appreciation events are opportunities to thank your volunteers as well as build relationships between volunteers. These events are great times to share statistics about the work the pantry has done in the past year through the work of volunteers. Some pantries present individualized recognition awards for volunteers at these events— for example, most hours award, new volunteer award, volunteer group of the year, or corporate volunteer group of the year.

Solicit Volunteer Feedback

Allow your volunteers to give feedback about their experiences, good and bad. You can use some of the same strategies outlined in the “Client Engagement” section to do this.

Consider asking:

- Do you plan to volunteer again in the future? Why or why not?
- What was the best part of volunteering?
- What could have made your experience better?
- How can we best show our appreciation for your work?

Track Volunteer Time

Ask volunteers to sign in and out during their shifts. For volunteers working remotely or who volunteer by driving, find out how many hours on average they work per week, and then ask them to let you know if they spend more or less time in each week volunteering. Keep track of all the volunteer hours given to your food pantry. It can be as simple as a spreadsheet with the date, the number of volunteers and the total hours that day.



Volunteer hours can also be translated into monetary value using an online volunteer hour calculator. These metrics are helpful to have for volunteer appreciation events, for demonstrating community support while fundraising or grant writing, and for helping the board understand when it might be time for the pantry to hire a volunteer coordinator or have a committed volunteer become the coordinator.

CLIENT ENGAGEMENT

Importance of Hearing from Clients

Receiving feedback from clients and inviting them to participate in the pantry is beneficial for everyone. Input from clients can increase the effectiveness of the pantry because it shows what clients think and want. Additionally, soliciting feedback invites clients to participate in the anti-hunger work your pantry does, as opposed to maintaining a transactional model of giving in which clients are always on the receiving end. When decisions are made about the pantry, are clients at the table? Pantries have a unique opportunity to flip the traditional power dynamic of charity by inviting clients to do more than just receive food. In doing so, clients will have the opportunity to participate in an important cause and advocate for themselves, and your pantry will be better off for it. The experts on the needs of the poor and hungry families in your neighborhood are the individuals lining up at your door. We are neglecting an important source of information if we do not listen to them, and they likely have valuable ideas about how the pantry can be most effective.

Soliciting Feedback

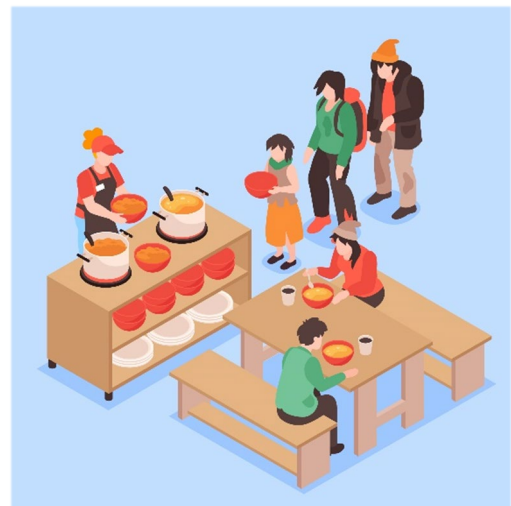
If you solicit feedback from your clients, these are some good guidelines:

- Assure clients they won't be punished for giving negative feedback. There can be a fear to speak up if clients think the pantry might not receive their comments well. It can be painful to hear critiques, but it's important to hear clients' perspectives.
- Ensure that providing client feedback is voluntary. Invite people into the process and let them choose to participate or not. Avoid adding additional questions to client intake to collect information.
- Solicit feedback about topics that you are able and willing to address. Ask questions about topics you are willing to address and be prepared to make changes based on the feedback.
- Ask relevant questions with unknown answers. Ask about topics that are going to be helpful in making your pantry as effective as possible. Questions about employment, income, education level, and housing are not the best use of time because these data are already publicly available. Collect data that isn't already being collected.

Identifying the Questions

What do you want feedback on? Here are some topics to consider:

- Food quality and preferences
- Food quantity and frequency of assistance
- Clients' experiences in the pantry
- Convenience of distribution times and policies
- Interest in wraparound services
- Safety in and around the pantry



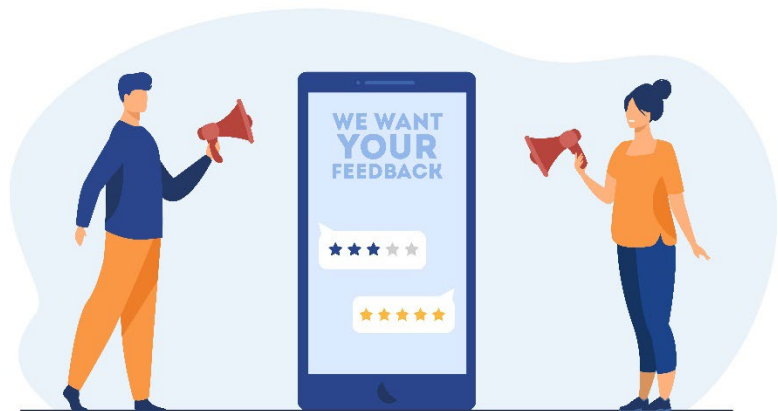
Methods of Soliciting Feedback

Surveys are best for collecting simple answers to a small list of questions from medium to large groups of participants.

Client comment cards are an easy, cheap way to collect ongoing feedback from clients. These cards can be as simple as a blank card with one question at the top—for example, “How was your experience at the pantry today?” Other ideas are to ask clients to rate a few aspects of their experience (e.g., food selection, treated respectfully, wait time) on a scale of 1-5 or to share the best and worst thing about the pantry that day. Cards can be anonymous or have the option of allowing a follow-up from the pantry. Collecting cards could be as simple as having a comment box stationed in the pantry. If you’re interested in encouraging many clients to use them, consider incentivizing it—for example, when a client puts a comment card in the box, they get a ticket for one extra item next time they visit.

Point of sale data track client choices. While there is no “sale” of items at a pantry, the same practices that grocery stores use for collecting data on customer choices could be beneficial to food pantries. By tracking inventory, food pantry managers can get a sense of what their clients’ preferences are and how the pantry’s attempts to push or nudge specific products are working.

Informal polls are another easy, cheap, and anonymous way to ask your clients a specific question. For example, the pantry could set up a sign with a question and then



FUNDRAISING

Fundraising can be one of the most difficult and time-consuming aspects of running a pantry. By focusing on the most obtainable sources of funds, your efforts will be more productive. The topics in this section are laid out in order from the generally easiest to the most difficult to secure. Typically, a pantry with strong financial support will have funding from all these categories.

Donations from Individuals

Residents are generally a pantry’s best supporters, and individual donors are the source of most of the dollars given to charities. Large grants from foundations and corporations can provide significant sums of money, but donations from individuals make up 80 percent of all charitable giving. This support can come through one-time contributions or ongoing contributions. Below are some ideas for soliciting these types of gifts:

- Creating newsletters and social media campaigns
- Making phone calls, writing letters or emails, and arranging face-to-face meetings. Communications are most effective when personalized or coming from someone you know. Talk about your pantry with

friends. They may want to donate without you even having to ask when they learn about the service your organization is providing.

- Fundraising events, such as meals at local restaurants with profits benefiting your pantry
- Organizing fund drives, such as digital food drives or shelf-sponsorship programs
- Encouraging your board members, staff, and volunteers to invite their communities to get involved
- Offering pantry tours to potential donors

Two important things to remember when soliciting are:

Ask for financial support. Don't just hint at needing help. If possible, ask for a specific amount and tell potential donors what that amount would accomplish. Develop a consistent fundraising message so everyone asking for donations uses correct information.

Thank your donors. Small donors can become large donors, and one-time givers can become monthly supporters, if you are intentional about thanking the people who contribute. They will remember it. Ideas for thanking donors include personalized cards or emails, appreciation events, or free pantry gear.

In-Kind Contributions

In-kind contributions are products or services that are given to the pantry (at a discount or free of charge), which would otherwise need to be purchased. Find local companies that offer the goods and services you need, pitch your idea, show your nonprofit status, and ask if they would be willing to make a tax-deductible contribution.

Examples of in-kind contributions include:

- Discounted or free truck rentals for food pickups
- Shelving or freezers from a home improvement store
- Plants or seeds from a garden supply company
- Brochure design from a graphic designer
- Flyers from a printing company



Corporate Sponsorships

Partnerships with a local corporation can be mutually beneficial. Your pantry could receive funds, food donations, and volunteers, and in return, the company will be able to reach its goals of community investment and public relations. These types of partnerships or sponsorships could be ongoing or focus on a one-time event.

Organizational Support

Having your pantry written in as a line item in the budget of your church, school, or host organization is a huge asset, primarily because it provides a predictable source of funding. If your pantry is not written into the budget of the organization it's connected to, consider collecting and presenting data from the pantry as well as inviting members of the board or other decision-makers to tour and volunteer in the pantry for a day. Use that opportunity to explain the need for consistent funding to support pantry operations.

Grants

Challenges of grant funding

Grants from the government or private foundations are a primary funding source for most nonprofit organizations. Because of their ability to provide large sums of money, grants are also an appealing source of funds for food pantries. While grant funding is appealing for obvious reasons, it also has its downsides, including the following points.

Restricted Funds

Very few funders allow their grant money to be used for ongoing operating costs, let alone to be used as unrestricted funding (i.e., to be spent however the nonprofit needs). Almost always, a receiving organization must propose a very specific project and budget for funding, and they must stick to that plan. In other words, grant funding comes with strings attached. If your pantry needs money for a specific project, such as piloting a new program or offering new services to meet a proven need, purchasing a specific piece of equipment to increase capacity, or renovating physical space to expand operations, you might be able to consider grants as a source of funding. If, however, you need funds to cover general operating expenses like, utility bills, staff time, or transportation, you may be unlikely to find grant funds to cover those costs.

Required Time and Skills to Apply

Crafting a grant proposal requires a specific style and format of writing. While these skills can be learned through library books, online resources, and community classes, even the most seasoned grant writers spend a significant amount of time applying for grants.

Time spent includes

- researching opportunities
- drawing connections between the organization's projects and the foundation's funding priorities
- creating accurate budgets
- garnering letters of support from local organizations

The average amount of time it takes a professional grant writer to create a proposal for a foundation is 15-25 hours. Unless someone at your pantry has successfully applied for grants in the past, it will likely take your pantry much longer to complete this process. Before you start spending your time applying for grants that you are not guaranteed to receive, consider whether you have the extra time in your schedule to give this process the time it requires. Otherwise, you may compromise your current work with the pantry without anything to show for the lost time.

Competition

While in the U.S. there is a large pool of money available to be distributed through grants, there are also many other nonprofit organizations competing for those same funds. In fact, in general, over 60% of donated funds come from individuals rather than from grants. This doesn't mean you shouldn't try to apply—just realize that this is a competitive process and can require multiple tries before ever receiving funding because of how many other nonprofits are also requesting support.

Community Grants

Unless someone in your pantry has grant writing experience or you have a specific project that aligns well with the funding priorities of a foundation, the best grants for a food pantry to start out with are smaller community grants. Many large companies (e.g., Walmart, Costco, etc.) run community grant programs that offer smaller grants (typically \$5,000 or less) to local nonprofits, typically with less strenuous and competitive application processes.

Tips for Fundraising

Receiving support, whether it's from an individual, foundation, or company, is dependent on how well you convey your pantry's impact and need through a combination of data and stories.

Data

Pantries looking to increase their funding need to have numbers that show their pantry's current impact and the continued need for the pantry. Your pantry should be collecting some of these data internally, including:

- Number of individuals served per month or year
- Number of unique households served per month or year
- Number of total client visits per month or year
- Number of volunteers per year
- Total volunteer hours per year
- Amount of donated food received per year
- Amount of food distributed per year (pounds or meals)
- Pounds of food distributed per household (total pounds distributed divided by number of households served, or average actual pounds received by individual households)

Additionally, if your pantry is serving many clients from a particular demographic, or if your pantry is intentionally making efforts to improve pantry operations, find ways to record that.

Examples include:

- Number of veterans served (or percentage of total clients)
- Number clients needing translation served (or percentage of total clients)
- Pounds of fresh produce distributed (or percentage of total food distributed). Other helpful data will focus on the city or neighborhood your pantry serves, and those metrics are collected by other organizations.

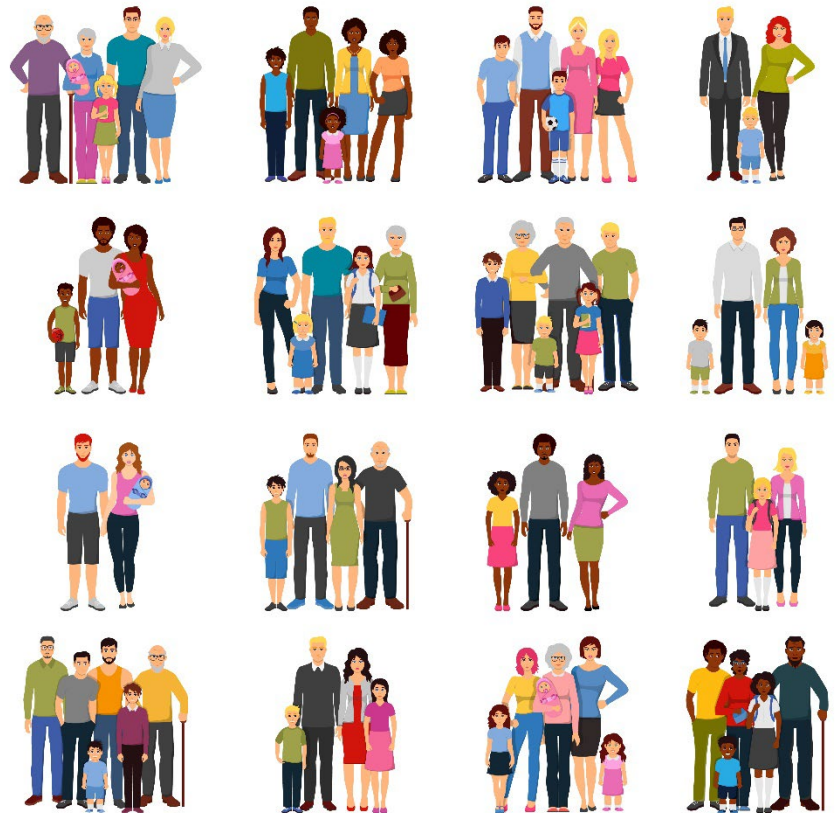
Some useful data might include:

- Poverty rate in your service area
- Rate of food insecurity in your service area
- Demographics in your service area
- Mean income in your service area

Stories

While data are necessary to show funders the measurable impact your pantry has on the community, numbers can be hard to relate to. In contrast, personal stories and experiences collected in your pantry have the ability to make an emotional impact. Together, data and stories complement one another; inspiring stories are backed up by solid data, and this combination ideally brings donors to empathize and to act.

Collecting stories about your pantry's work is a task that can be done by staff, donors, volunteers, and clients. Personal accounts from clients can resonate with potential donors because of the stories' ability to build empathy. Having a collection of stories at hand will help your pantry write compelling grant applications, form partnerships with other organizations, and garner other kinds of support.



PANTRY LEADERSHIP & SUSTAINABILITY

Importance of Pantry Leadership

No one can run a successful food pantry alone. Just as you need a group of volunteers to carry out the work, you need a group of trusted leaders to ensure that the pantry fulfills its mission in the community. The people who do the day-to-day work of running the pantry should not also be responsible for directing the organization or pantry. If your pantry is one of several programs run by a broader organization, you can opt for a less formal leadership structure, such as a Steering Committee or Advisory Committee, since your larger organization already has a Board of Directors. It's critical to have a group of leaders that will support the pantry and provide oversight. In most cases, and certainly when the pantry has its own stand-alone nonprofit status, the model for pantry leadership is a Board of Directors.

Board of Directors

The primary purpose of the Board of Directors is to govern the organization and provide financial oversight. This group is responsible for creating policy and strategies to carry out the mission, using resources wisely, and following the legal standards for the organization. Generally, a board should consist of 7-18 members, meet regularly (e.g., quarterly), and represent a diversity of voices relevant to the work of the pantry. Board term lengths are generally 2-3 years with a limit of 2-3 terms. If possible, tenures should be staggered. Board members can provide huge benefits to the pantry; they help raise money, form new partnerships with their networks, provide financial and legal oversight, and use their varied professional or personal experiences to guide the work and mission of the pantry.

Relevant & Diverse Backgrounds

If your pantry is looking for new members for its board or committees, it can be easy to select the leaders who are already involved and who you already know. However, branching outside of your circle can bring new perspectives and resources to the pantry.

Below are some of the backgrounds and characteristics that might be useful to have in leadership of a pantry:

- Fundraising or philanthropy experience
- Experience in the grocery industry
- Knowledge of nonprofit operations
- Connections with the community
- Background in finance, accounting, or business
- Experience with social services
- Diverse perspectives, experiences, and backgrounds
- Passion for the pantry's mission

Committees

Committees can be developed either in addition to the general board or in the case of pantries that are part of a larger nonprofit, as a way of providing focused leadership without forming a Board of Directors. Within a board, committees allow a smaller group of people to focus on a specific aspect of the nonprofit and then report back to the board. Common committees include

- Steering
- Executive
- Marketing
- Advisory
- Fundraising
- Advocacy
- Finance
- Program

Pantry Plans

Regardless of which kind of leadership model your pantry uses, one of the functions is to make plans. While there is a great deal of financial planning, event planning, etc., two important kinds of plans that are commonly overlooked in a pantry are contingency plans and succession plans.

Contingency Plans

One of the things your board or a committee can help with is contingency planning. How will your pantry respond and adapt to emergencies in the community that require more food? Can you ramp up operations by adding a pantry day or distributing more food on each visit? Examples of emergencies to consider in developing contingency plans are government shutdown and furlough of employees, disruptions to SNAP and WIC, and economic recessions.

Succession Plans

Ensuring Pantry Sustainability

Another kind of planning your pantry should regularly engage in is succession planning. If something were to happen today that would prevent you from having any involvement in the pantry from now on, would the existing staff and volunteers of the pantry be able to carry on the work? Would pantry efficiency and quality decrease in your absence or worse, would the pantry cease to exist? In many pantries, the bulk of the responsibility falls on one person. You owe it to yourself, your volunteers, your supporters, and the community that relies on your help to prepare those around you to take on your responsibilities as seamlessly as possible.

Developing Leaders

One of the most important parts of a succession plan is equipping future pantry leaders. Even the most detailed written plan won't be useful if there aren't people who are ready to carry on the work. Generally, these leaders won't just appear—people need to be given opportunities to grow into leadership. The most important trait to look for in future leaders is a passion for the work of feeding people. This isn't as easily taught as day-to-day tasks and general pantry knowledge.

Below are four steps for developing future leaders:

1. Assess all volunteers for their interest in leadership or other primary volunteer roles
2. Maintain a list of the top 3-5 candidates for each role
3. Create experiences that develop the needed skills and experiences in candidates
4. Whenever possible, plan a leadership departure or transition 6-12 months in advance

Creating a Written Pantry Plan

The following pieces of information should be captured in written form and kept in a safe place in the pantry:

- Account numbers, usernames, and passwords
- History, development, and mission of the pantry
- List of primary people involved, including staff, board members, and volunteers, as well as the chain of command
- Proof of nonprofit status, if applicable, such as IRS determination letter

Pantry Policy

When you find something that works well in the pantry, write it down and make it a policy. Keep track of what you do in the pantry and what makes it successful. From fundraising to client intake to food sourcing, each pantry has its own specific, unique strategies that work in their context. Keep a record of what you do and why you do it, and when you leave the pantry, the good work you've done will remain.

HUNGER ADVOCACY

Importance of Advocacy

Food pantries are one important way to address hunger, but private charities alone are not meeting all of the food needs for a household struggling with food insecurity. Meeting this need requires efforts from both the public and private sectors. The charitable response to hunger needs to be paired with public policy engagement for two main reasons: to feed people better through strong federal nutrition programs and to address root causes of hunger.

The largest, most known federal nutrition programs are SNAP (formerly known as food stamps), the School Lunch Program, and WIC. While these are the widest reaching, the USDA runs over a dozen programs that provide food and resources to low-income families and other vulnerable members of our communities. See the chart below for an overview of these programs.

PROGRAM	PROGRAM DESCRIPTION	# SERVED (FY17)
Supplemental Nutrition Assistance Program (SNAP)	Enables low-income families to purchase food	42.2 million individuals
National School Lunch Program	Provides free or reduced-price lunch to children in school	30 million children
Special Supplemental Nutrition Asst. Program for Women, Infants, and Children (WIC)	Enables low-income parents, infants, and children to buy nutritious foods; provides nutrition education and referrals	7.3 million individuals
WIC Farmers Market Nutrition Program	Provides vouchers for WIC recipients to redeem at farmers markets	1.7 million participants
Child and Adult Care Food Program	Provides nutritious meals to children and seniors in daycare settings	4.5 million individuals
National School Breakfast Program	Provides low-cost or free breakfast to children in school	14.7 million children
Summer Food Service Program	Provides free meals and snacks to children during school breaks	2.6 million children
Senior Farmers' Markets Nutrition Program	Provides low-income seniors with vouchers to redeem at farmers markets	816,207 individuals (FY16)
Fresh Fruit and Vegetable Program	Provides free fresh produce during the school day in elementary schools	N/A
Special Milk Program	Provides milk to children not participating in other nutrition programs	41 million servings per month
The Emergency Food Assistance Program (TEFAP)	Provides commodity food to State agencies, which distribute to nonprofits assisting low-income people	824 million lbs. distributed
Commodity Supplemental Food Assistance Program	Provides commodity foods to low-income seniors	630,000 individuals
Food Distribution Program on Indian Reservations	Provides commodity foods to low-income households living on or near Indian reservations	90,000 individuals

Federal nutrition programs are huge—they directly benefit millions of people. On a national level, SNAP alone provides about twelve times the number of meals provided by the Feeding America network. Feeding America is the nationwide network of over 200 food banks that supply food, including USDA commodities, to pantries, soup kitchens, shelters, and other programs in every county of the country.

Hunger is a symptom of poverty, which requires solutions beyond food aid. To help pantry clients and their families long-term, we need to address the reasons why more families keep falling into poverty and why some can't manage to climb back out. Food helps, but there are so many other issues connected to poverty that play a

role, including housing and wages. We can't address all these issues through food pantries, but pantries can advocate for large scale improvements that benefit low-income people.

How to be an Advocate

Know Your Representatives and Understand the Political Process. You can find your representatives at www.house.gov and www.senate.gov.

Stay Informed

Stay informed about policies affecting hunger, including:

- Federal nutrition programs. These programs are funded through the Farm Bill and Child Nutrition Reauthorization. Protecting and strengthening these programs directly contributes to food security.
- Wages. People who work full time jobs should, in principle, be able to afford food. Policies reflecting that ideal would allow more working families to provide for their own food needs.
- Other topics that affect the day-to-day lives and futures of low-income people, including predatory lending practices, expanded Medicaid and affordable healthcare, safe and affordable housing, and eviction prevention.

One of the easiest ways to stay informed on these topics is to sign up for newsletters and alerts from trusted sources.

Speak Up

Once you understand the policies being discussed and you know who your representatives are, find appropriate strategies and times to voice your comments. Effective strategies for making your voice heard include:

- Communicating with representatives using personalized letters or emails with specific action items, including bill numbers or names of pending legislation
- Visiting representatives face-to-face
- Participating in public meetings
- Writing letters to the editor

Ideally, these actions will be timed to coincide with current events, hearings, and public comment periods.

Amplify Your Voice by Joining with Others

Your work will be more impactful if you join existing groups of people advocating for the same issues, or if you invite your community to join with you. Consider hosting or participating in letter writing campaigns or other collaborative advocacy efforts. You can also invite your pantry staff to join you, as well as church members, volunteers, and the local community. Additionally, your pantry can equip its clients to advocate for themselves by inviting them to participate in advocacy projects. Their personal stories and experiences can make a huge impact. As you invite others to join you, keep in mind that most people, no matter how educated, will likely need training and guidance to figure out how the political system works, who their representatives are, and what steps to take to effectively raise the profile of an issue.

SECTION 15: Harvest Hope Contact Information

Agency Relations

Director of Development and Agency Relations	(803) 351 - 3252
Director of Healthy Food Access & Choice	(803) 466 - 7279
Programs & Agency Relations Manager	(864) 365 - 4392
Agency Relations Coordinator - District 1	(864) 217 - 2678
Agency Relations Coordinator - District 2	(803) 331 - 2304
Agency Relations Coordinator - District 3	(803) 605 - 3202
Agency Relations Coordinator - District 4	(843) 250 - 8405
Agency Help Desk (Technology & Systems)	(803) 315 - 7525

Fulfillment Department

Agency Distribution Coordinator - Midlands Branch	(803) 254 - 6286
Agency Distribution Coordinator - Pee Dee Branch	(843) 702 - 6015
Agency Distribution Coordinator - Upstate Branch	(864) 696 - 2210

Warehouse Department

Director of Warehouse & Logistics	(803) 422 - 2324
Warehouse Manager - Midlands Branch	(803) 210 - 8731
Warehouse Manager - Pee Dee Branch	(843) 560 - 0002
Warehouse Manager - Upstate Branch	(864) 238 - 8662

ACEP : Agricultural Conservation Easement Program

ADA : Americans with Disabilities Act

CAN : Child Nutrition Act

CNAFR : Council for Native American Farming and Ranching

CNP : Child Nutrition Programs

CNPP : Center for Nutrition Policy and Promotion

COB : Close of Business

COOL : Country of Origin Labeling program

COOP : Continuity of Operations Plan

CP : Commodity Procurement

CPI : Consumer Price Index

CR : Civil Rights

CRIS : Current Research Information System

CRP : Conservation Reserve Program

CSA : Community-supported agriculture

CSFP : Commodity Supplemental Food Program

CSRA : Civil Service Reform Act

CSREES : Cooperative State Research, Education and Extension Service

CWA : Clean Water Act

CY : Calendar Year

CYFAR : Children, Youth, and Families at Risk

DGA : Dietary Guidelines for Americans

DPs : Direct Payments

EBT : Electronic Benefits Transfer

ECP : Emergency Conservation Program

EEO : Equal Employment Opportunity

FCA : Farm Credit Administration

FCIC : Federal Crop Insurance Corporation

FMIA : Federal Meat Inspection Act

FMLA : Family and Medical Leave Act

FMLFPP : Farmers Market and Local Food Promotion Program

FMNP : Farmers Market Nutrition Program

FMPP : Farmers' Market Promotion Program

FNCS : Food, Nutrition, and Consumer Services

FNS : Food and Nutrition Service

FP : Farm Programs

FR : Federal Register

FSA : Farm Service Agency

FSIS : Food Safety and Inspection Service

FY : Fiscal Year

GAP : Good Agricultural Practices

GHP : Good Handling Practices

GMA : Grocery Manufacturers of America, Inc.

GNP : Gross National Product

HEI : Healthy Eating Index

HHFKA : Healthy Hunger Free Kids Act

IEG : Income Eligibility Guidelines

LEP : Limited English Proficiency

LFPP : Local Food Promotion Program

LRP : Local and Regional Procurement

MAP : Market Access Program

MFH : Multi-family Housing Program

MOA : Memorandum of Agreement

MOI : Memorandum of Interview

MOU : Memorandum of Understanding

MPI : Meat and Poultry Inspection

NACMPI : National Advisory Committee on Meat and Poultry Inspection

NAFTA : North American Free Trade Agreement

NAL : National Agricultural Library

NASS : National Agricultural Statistics Service

NDS : Nondiscrimination Statement

NEPA : National Environmental Policy Act

NIFA : National Institute of Food and Agriculture

NIMS : National Information Management System

NLEA : Nutrition Labeling and Education Act

NNMRRRA : National Nutrition Monitoring and Related Research Act

NPL : National Program Leader

NSIP : Nutrition Services Incentive Program

NSLA : National School Lunch Act

NSLP : National School Lunch Program

NTE : Not to Exceed

PHIS : Public Health Information System

RBEG : RBEG: Rural Business Enterprise Program Grants

RBIP : RBIP: Rural Business Investment Program

RD : RD: Rural Development
REAP Zone : REAP Zone: Rural Economic Area Partnership Program
REDLG : REDLG: Rural Economic Development Loans and Grants
RHS : RHS: Rural Housing Service
RMA : RMA: Risk Management Agency
RUS : RUS: Rural Utilities Service

SARE : Sustainable Agriculture Research and Education program
SBP : School Breakfast Program
SCDA : South Carolina Department of Agriculture
SCO : Supplemental Coverage Option
SF : Standard Form
SFH : Single Family Housing Direct Loan Program
SFH-G : Single Family Housing Guaranteed Loan Program
SFMNP : Senior Farmers Market Nutrition Program
SFSP : Summer Food Service Program
SMP : Special Milk Program
SNAP : Supplemental Nutrition Assistance Program
SOP : Standard Operating Procedure
SRA : Standard Reinsurance Agreement
SS : Sacred Site
SSA : Social Security Act
SSI : Supplemental Security Income
SURE : Supplemental Revenue Assistance Payments Program

T&M : T&M: Transportation and Marketing Program
TANF : TANF: Temporary Assistance for Needy Families
TASC : Technical Assistance for Specialty Crops
TEFAP : The Emergency Food Assistance Program
TFP : Thrifty Food Plan
TSCA : Toxic Substance Control Act

USDA : United States Department of Agriculture

A

ADC Agency Distribution Center- the section of the HHFB warehouses that are set up as a shopping area for member agencies to acquire food.

ADVOCACY Any action that speaks in favor of, recommends, argues for a cause, supports, or defends, or pleads on behalf of others.

AFFILIATE A food bank related to Harvest Hope Food Bank by a standard written affiliate/three-party agreement.

AGENCIES The organizations supplied with food by a food bank.

AGREEMENT (USDA) A legal document entered between a processor and a distributing agency or eligible recipient agency that provides for the further processing of USDA Foods. Processing agreements are not viable until the distributing agency approves them prior to the commencement of processing. A processing agreement is also referred to as a processing contract.

AGRICULTURE MARKETING SERVICE (AMS) The USDA agency responsible for purchasing surplus-removal items such as meat, poultry, fruits, and vegetables. AMS also provides product certification that, at a minimum, certifies against non-diversion and non-substitution of USDA Foods.

ALLERGEN A known component of food which causes physiological reactions due to an immunological response (e.g., nuts and others identified in legislation relevant to the country of production or sale).

The eight foods identified by the law are

- Milk
- Eggs
- Fish (e.g., bass, flounder, cod)
- Crustacean shellfish (e.g., crab, lobster, shrimp)
- Tree nuts (e.g., almonds, walnuts, pecans)
- Peanuts
- Wheat
- Soybeans

These eight foods, and any ingredient that contains protein derived from one or more of them, are designated as “major food allergens” by FALCPA. To help Americans avoid the health risks posed by food allergens, FDA enforces the Food Allergen Labeling and Consumer Protection Act of 2004 (the Act). The Act applies to the labeling of foods regulated by the FDA which includes all foods except poultry, most meats, certain egg products, and most alcoholic beverages which are regulated by other Federal agencies.

The Act requires that food labels must clearly identify the food source names of any ingredients that are one of the major food allergens or contain any protein derived from a major food allergen.

As a result, food labels help allergic consumers identify offending foods or ingredients so they can more easily avoid them. While more than 160 foods can cause allergic reactions in people with food allergies, the law identifies the eight most common allergenic foods. These foods account for 90 percent of food allergic reactions and are the food sources from which many other ingredients are derived

ALLOCATION The percentage of the total product donated to an agency over the course of a year.

AMERICORPS (Formerly known as VISTA-Volunteers in Service to America) – a national service program that provides a stipend and education award (money toward education or repayment of student loans) to full-time volunteers who serve in public schools, non-profits, or other public service projects.

ANNOUNCED AUDIT An audit where the organization/site agrees the scheduled audit day in advance with the certification body.

APPLICANT Any person who applies to receive program benefits.

ASSURED STATUS Products produced in accordance with a recognized product certification scheme, the status of which needs to be preserved through the production facility.

AUDIT Systematic, independent, and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled. An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

B

BACKPACK PROGRAM BackPack food programs offer families free groceries for weekends and school breaks. Food backpacks include healthy, easy-to-prepare food for kid-friendly meals.
Feeding America member food banks partner with schools, Boys and Girls Clubs, and community centers to distribute backpacks to kids.

BALANCE SHEET A financial statement that lists, as of a given point in time, the organization’s assets, offset by liabilities, to determine “net worth”.

BEST-IF-USED BY DATE The date beyond which the manufacturer does not guarantee acceptable quality and/or aesthetic standards, i.e., color changes, ingredient separation, etc., will begin to occur after this point in the life of product. Cereal and snack items often have this type of dating, as do other shelf-stable products having a shelf life of more than six months.

BEST PRACTICES The most efficient and effective way of accomplishing a task, based on repeatable business practices that have proven themselves over time for large numbers of people.

BONUS COMMODITIES Commodities that are provided by the USDA and are not considered a part of the SDA’s federal entitlement.

BRITES An unlabeled can. This product will require labeling for distribution.

C

CASE COUNT The number of cases of goods in a shipment.

CASELOAD (Per CSFP) Number of persons the State agency may serve monthly during a caseload cycle.

CASELOAD CYCLE (Per CSFP) The period from January 1 through the following December 31.

CASE PACK The number of units in a case (i.e., 24 jars per case).

CASE WEIGHT	The gross weight of the cased product, including contents and case itself.
CERTIFIED	An agency related to a food bank by a standard written certified food bank agreement.
CERTIFICATION	Procedures to determine an applicant’s program eligibility.
CHARITABLE INSTITUTION	A public or nonprofit organization which is not a penal institution that provides food assistance to the needy.
CHILD NUTRITION PROGRAMS	The five U.S. Department of Agriculture (USDA) domestic food assistance programs that primarily serve the nutritional needs of children. These programs include the National School Lunch Program, School Breakfast Program, Summer Food Service Program, Child and Adult Care Food Program, and the Special Milk Program.
COMMODITY FOODS	As a result of federal surplus-removal and price-support programs, the USDA purchases excess food produced by American farmers. The USDA utilizes several commodity distribution and nutrition programs to provide these excess commodities to low-income Americans.
CONGREGATE SITE	(Per Food-banking), A facility which serves meals on its premises. May include senior meal sites, day care centers, group homes, soup kitchens, etc.
CONTAMINATION	Process by which dust, dirt, filth, birds, insects, or rodents come in contact with a product, rendering it unclean or impure.
CRM	Customer Relationship Management – a “customer” software system that HHFB uses to interact with donors.
CYCLE COUNT	An inventory auditing procedure which falls under inventory management, where a small subset of inventory in a specific location is counted on a specified day, thus relieving the organization of conducting a full physical inventory.

D

DIETARY GUIDELINES FOR AMERICANS	Issued jointly every five years by Health and Human Services (HHS) and the USDA, the Dietary Guidelines provide recommendations for dietary habits to promote health and reduce the risk of chronic disease. Meals served under many of the federal nutrition programs, such as the Child Nutrition Programs, must meet the requirements outlined in the Guidelines.
DISCONTINUED	A manufacturer stops production of a particular product, usually because of slow sales.
DISTRIBUTION CENTER	A warehouse location where manufactured product is stored for distribution to customers. (i.e., retailers, wholesalers).
DISTRIBUTION SITE	A location where the eligible recipient agency actually distributes commodities or serves prepared meals for needy persons.
DISQUALIFICATION	Ending program participation as a punitive sanction.
DONOR	Any of several types of givers: those who make product donations on a local or national (Second Harvest) basis and individuals, congregations, foundations and funding sources who donate dollars, services or time.
DROP POINT/DROP	A facility or lot used by a food bank in delivering goods to multiple agencies in an outlying area. Agencies would pick up from the drop point rather than from the food bank warehouse.

DRY Product that does not need to be refrigerated or frozen.

E

EARNED INCOME TAX CREDIT A refundable federal income tax credit for low to moderate income working individuals and families.

EBT Electronic Benefits Transfer- the debit card system used to disseminate SNAP benefits.

EFSP Emergency Food and Shelter Program – a grant program for the provision of food, shelter, and utility assistance, federally administered by FEMA (Federal Emergency Management Agency) and locally administered by the United Way.

ELDERLY PERSONS Persons at least 60 years of age.

ELIGIBLE RECIPIENT AGENCY (Per TEFAP) A public or private nonprofit organization which is not a penal facility that meets all requirements as defined within this document.

EMERGENCY BOX/BAG An assortment of food that pantries provide to assist people in crisis. Usually for a limited time.

EMERGENCY FEEDING ORGANIZATIONS (Per TEFAP) An ERA that provides nutrition assistance to relieve situations of emergency and distress. EFO's have priority over non-emergency ERAs in the distribution of TEFAP commodities.

EMERGENCY FOOD PROVIDERS Private, nonprofit organizations that provide food to individuals and households in need. Emergency food providers obtain most food through bulk purchasing and donations. However, the federal The Emergency Food Assistance Program (TEFAP) program also makes excess commodities available to the emergency food network.

ENTITLEMENT COMMODITIES Commodities that are offered by the USDA and count against the State's fair share allocation.

ERP Enterprise Resource Planning – a business management software system.

EXPIRATION DATE The last date a product should be used, usually used with drugs (medications), packaged yeast, and refrigerated dough products.

F

FARM BILL A comprehensive omnibus bill passed every 5 years or so by the United States Congress which deals with agriculture, food policy, and all other affairs under the purview of the USDA.

Authority for the Food Stamp Program is contained within the Farm Bill. This legislation can also affect commodity distribution programs such as TEFAP and Commodity Supplemental Food Program (CSFP) and the child nutrition programs that receive commodity foods. In addition to nutrition programs, authority for many other USDA programs and activities is contained within the Farm Bill. The Farm Bill was most recently reauthorized by the Farm Security and Rural Investment Act of 2002, P.L. 107-171.

FARMERS MARKET A market where consumers can purchase fresh produce and other food items (such as meat, dairy products, and baked goods) directly from small- to medium-sized farms. Farmers markets are often located in urban settings, providing an important link between rural and urban

communities. Some farmers markets also have the ability to accept EBT, allowing consumers to use their food stamp benefits to purchase food at these locations.

FEDERAL POVERTY LEVEL/FPL Income level set annually by the federal government as the threshold for poverty, used to screen for program eligibility for many government benefits programs (note: this dollar amount is the same nationwide, regardless of cost of living).

FDA Food and Drug Administration, a government agency.

FEDERAL FINANCIAL REPORT Awardees are required to submit an SF-425, Federal Financial Report annually no later than 90 days after the award anniversary date. The final SF-425 is due no later than 90 days after the termination date of the grant.

FEED EFFICIENCY Pounds of product produced per pound of matter consumed, referred to as the feed to gain or gain to feed ratio. Beef, swine, fish, and poultry industries have used feed efficiency as a benchmark for profitability.

FEEDING AMERICA/FA (Formerly known as America's Second Harvest or A2H) The national organization of food banks, of which SHFB is one of the original 13 founding members.

FEFO First Expired First Out-an inventory management practice.

FEMA Federal Emergency Management Agency. Provides annual grants via local FEMA Boards, which many food banks use to purchase food or use to underwrite agencies' shared maintenance fee expenses.

FIFO (First In First Out) A warehouse practice of stock rotation. A system in which the oldest stock is put on sale first.

FISCAL YEAR (Per USDA) The fiscal year for the federal government begins on October 1 of each year and ends on September 30 of the following year; it is designated by the calendar year in which it ends.
(Per HHFB) Harvest Hope's Fiscal Year begins on July 1 of each year and ends on June 30 of each year; it is designated by the calendar year in which it ends.

501 (c) (3) A private not-for-profit corporation with charitable intent, as defined by Section 501 (c) (3) of the U.S. Internal Revenue Code. Section 501 (c) has several dozen subsections, but Section 170 (e) (3) restricts the distribution of donated goods by food banks to only those described under subsection 501 (c) (3).

FLASH FROZEN Applies to a product being frozen quickly and instantly from the production line.

FLOOR LOADED Product loaded onto the floor of a truck, as opposed to palletized.

FNS The Food and Nutrition Service of the U. S. Department of Agriculture.

FOOD ACCESS Access to food sources, including purchasing power, transportation, proximity of food stores and restaurants.

FOOD BANK A not-for-profit food recovery and distribution program dedicated to reducing hunger and malnutrition by utilizing surplus products donated by the food industry to supplement the feeding programs of charitable agencies and churches serving the needy; industry donations are supplemented by community food drives, purchases, etc.

FOOD BANK NETWORK An organization of food banks that coordinates the transfer of donated food and grocery products to where they are needed most. Often a food bank network will coordinate transfer of food to areas of need on a nationwide basis.

FOOD DESERT	An area that lacks access to nutritious, healthy foods and specifically, grocery stores.
FOOD DRIVE	Collection of food and monetary donations from the community, with food collected in barrels stationed around the county; these food donations are sorted, packed, and distributed to member agency pantries. Monetary donations are used to purchase food at discounted prices.
FOOD EFFICIENCY	The calories consumed of a certain amount of food divided by weight gain.
FOOD INSECURITY	Limited or uncertain availability of nutritionally adequate and safe foods or limited or uncertain ability to acquire acceptable foods in socially acceptable ways (without resorting to emergency food supplies, scavenging, stealing, or other coping strategies).
FOOD JUSTICE	A condition in which all persons have access to nutritious, healthy food.
FOODS OF MINIMAL NUTRITIONAL VALUE (FMNV)	FMNV is defined as: (i) In the case of artificially sweetened foods, a food which provides less than five percent of the Reference Daily Intakes (RDI) for each of eight specified nutrients per serving; and (ii) in the case of all other foods, a food which provides less than five percent of the RDI for each of eight specified nutrients per 100 calories and less than five percent of the RDI for each of the eight specified nutrients per serving. The eight nutrients to be assessed for this purpose are: protein, vitamin A, vitamin C, niacin, riboflavin, thiamine, calcium, and iron. The Code of Federal Regulations (CFR) Section 210.11 defines FMNV; Appendix B states foods of minimal nutritional value include: soda water, water ices, chewing gum and certain candies.
FOOD PANTRY	A food distribution agency which provides its clients with bags or boxes of food for home preparation and consumption.
FOOD SAFETY	The handling, processing, and storage of food in order to prevent foodborne illness.
FOOD SECURITY	<p>Access by all people, always, to enough food for an active, healthy life. Food Security includes at a minimum: (1) the ready availability of nutritionally adequate and safe foods and (2) an assured ability to acquire acceptable foods in socially acceptable ways (without resorting to emergency food supplies, scavenging, stealing, or other coping strategies).</p> <p>Food Security is also measured by levels; High, Marginal, Low, and Very Low food security.</p> <p>High: Households had no problems, or anxiety about, consistently accessing adequate food.</p> <p>Marginal: HH Had problems or anxiety at times about accessing adequate food, but the quality, variety, and quantity of food were not substantially reduced.</p> <p>Low: Households reduced the quality, variety, and desirability of their diets, but the quantity of the food intake and normal eating patterns were not substantially disrupted.</p> <p>Very Low: At times during the year, eating patterns of one or more household members were disrupted and food intake reduced because the household lacked money or other resources for food.</p>
FOOD SERVICE	Suppliers and producers of product specifically for cafeterias, airlines, restaurants. Food is usually packaged in larger sizes than regular retail pack.
FOOD SOVEREIGNTY	Democratic control over one's own food system.
FOOD STAMP ADMINISTRATION	Administration of the Food Stamp Program is shared by the federal and state governments. The USDA monitors state administration of the program and provides bonus awards to states with the lowest and most improved payment error rates, lowest and most improved negative error rates, highest and most improved participation indices, and highest rates of timeliness in case handling.
FOOD STAMP PROGRAM	The largest nutrition program for lower-income Americans that provides an allotted monthly benefit on electronic debit cards. Benefits can be redeemed at many grocery stores, some farmers markets, and other retail sites, allowing individuals to obtain food through normal channels of trade. The Food Stamp Program is a USDA program that provides an entitlement to

states. Benefits are 100% federally funded. Administrative costs are shared between the federal and state governments. Food stamp benefits can only be used for food, and cannot be used to buy any nonfood item (such as pet food, household supplies, grooming items, etc.); alcoholic beverages and tobacco; vitamins and medicines; any food that will be eaten in the store; and hot foods.

The **Supplemental Nutrition Assistance Program (SNAP)** is the name of the federal food stamp program.

FOOD SWAMP An area overrun with unhealthy food options (e.g., liquor stores, fast food outlets)

FOOD SYSTEM A network that includes the production, distribution, and consumption of food (includes marketing and sales, access to land)

G

GAAP Generally Accepted Accounting Principles which dictate the standards and procedures for preparation of an organization's financial statements.

GAP Good Agricultural Processes.

GENERAL LINE WHOLESALER A wholesaler who only sells dry grocery products.

GENERALLY RECOGNIZED AS SAFE (GRAS) A food safety FDA term that indicates that all ingredients are approved for human consumption.

GLEANING Harvesting produce that would otherwise be left in fields or orchards and go to waste (due to variation from product specifications, a market glut, lack of labor, or left over after commercial harvesting).

GMO An organism, with the exception of human beings, in which the genetic material has been modified otherwise than natural multiplication or natural recombination.

GOOD SAMARITAN LAWS The Bill Emerson Good Samaritan Act of 1996: P.L. 104-210 (October 1, 1996) was designed to encourage the donation of food and groceries to non-profit charitable agencies. The law says that any business that donates to a non-profit organization in good faith is protected from legal liability should a donated product later cause harm to the end user/client.

H

HEALTH DISPARITIES If a health outcome is seen to a greater or lesser extent between populations, there is a disparity. Race or ethnicity, sex, sexual identity, age, disability, socioeconomic status, and geographic location all contribute to an individual's ability to achieve good health.

HEALTH EQUITY All populations having access to community conditions and opportunities needed to reach their full potential and to experience optimal health and well-being.

HIPAA The Health Insurance Portability and Accountability Act of 1996 administered by the office for Civil Rights, protecting the privacy of an individual's health information.

- HOMEBOUND PERSONS** Individuals unable to leave one's house, typically due to illness or old age.
Medicare considers you homebound if: You need the help of another person or medical equipment such as crutches, a walker, or a wheelchair to leave your home, or your doctor believes that your health or illness could get worse if you leave your home.
- HSD** Health Services Department. South Carolina has (DHEC) Department of Health and Environmental Control.
- HUNGER** A potential consequence of food insecurity that, because of prolonged, involuntary lack of food, results in discomfort, illness, weakness, or pain that goes beyond the usual uneasy sensation.
- HUNGER STUDY** Quadrennial survey of member agencies and recipients of Feeding America food banks.

I

- IEG** Income Eligibility Guidelines.
- INVENTORY** An itemized listing of goods or materials on hand at any given time.
- IMPORTER** A company facilitating the movement of products across an international border.
- INSPECTION AREA** A designated station normally close to the process for the purpose of monitoring food safety and/or quality attributes and parameters.
- INVOICE** Itemized list of products for each order. Distributed each time a partner agency picks up an order from the Foodbank.

J

- JOB DESCRIPTION** A written statement communicating an employee's function within the workplace. It specifies the job duties or assignments for a position and the standards by which the employee will be judged.

K

- KICK PLATE** A metal sheet, usually at the bottom of doors, for protection purposes.
- KOSHER** Items prepared in accordance with Jewish dietary law under the guidance of a Rabbi.

L

- LABEL** In food banking, the information that must be affixed to food products for them to be lawfully distributed. Specific requirements are set only by the U.S. Food and Drug Administration, and include the product's name, weight, ingredients, etc.

- LOBBYING** an attempt to influence specific legislation by communicating views to legislators or asking people to contact their legislators. IRS defines two types below. 501(c)(3)s can lobby freely, within specified limits.
1. **Direct:** Communications with a legislator or legislative staff member about a specific piece of legislation and reflects a view on that legislation or communication with the general public expressing a view about a ballot initiative, referendum, or similar procedure.
 2. **Grassroots:** a communication with the general public that reflects a view on specific legislation and includes a call to action that encourages people to contact their legislative representatives or staff in order to influence that legislation.
- LOCAL AGENCY** (Per CSFP) A public or private nonprofit agency, which enters into an agreement with the State agency to administer CSFP at the local level.
- LETTER OF INTENT (LOI)** Often the first step in a two-step grant application process. An overview of a proposal idea, typically followed by a full application at the funder's invitation.
- LOW BIRTH-WEIGHT** Babies born weighing 2,500 grams (5 pounds, 8 ounces) or less, who are especially vulnerable to illness and death during the first months of life.

M

- MALNUTRITION** A condition resulting from inadequate consumption or excessive consumption of a nutrient; can impair physical and mental health and contribute to or result from infectious diseases.
- MEAL PROGRAM** A service program that provides free, prepared meals on-site directly to hungry individuals or families. Often focused specifically on serving children, seniors, people experiencing homelessness, or other vulnerable populations.
- MEAL SITE** A partner agency who's primary mission is to provide food to clients in the form of meals or snacks at the agency's facility. To be considered a Meal Site, the program must be open to the public. Meal Site programs are classified as emergency-feeding programs and are eligible for federal and state funded products.
- MEMORANDUM OF UNDERSTANDING (MOU)** Describes an agreement of will between parties indicating an intended common line of action.
- MENU** An itemized listing of goods or materials on hand at any given time.
- MOBILE FOOD PANTRY PROGRAM** A program, designed to distribute dairy, fresh produce, and meats – and other grocery products to underserved neighborhoods and rural corners of the counties. This program 'fills in the gaps' in areas with unmet need and barriers such as rural communities, food deserts, and pantries that may only be open once a month.
- MONITORING** Also referred to as a Site Visit. A formal inspection of a partner agency by Foodbank staff to ensure that record keeping, sanitation, distribution, and other compliance requirements are being met. Feeding America requires its affiliates to monitor partner agencies at least every two years. Harvest Hope Food Bank conducts inspections every year.
- MONTHLY REPORT** Summary of individuals served, etc. (pantry programs report slightly different information) for the calendar month. Submitted to HHFB Agency Relations Coordinator by the 1st of the following month. Used for raising and distributing funds, influencing public policy, educating the public, tracking the success of the TEFAP program, and assessing the efficacy of HHFB's mission.

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

N

NATIONAL ACTIVITY REPORT (NAR) An accounting of all programs, services, and activities submitted annually to Feeding America.

NATIONAL SCHOOL LUNCH PROGRAM This USDA program helps public and private schools provide nutritious lunches to all students. Low-income students can receive free or reduced-price lunches through the program.

NEEDY A person who lacks the necessities of life, involving physical, mental, or emotional wellbeing, because of poverty or temporary distress.

NET WEIGHT Weight of product only (does not include container weight).

NONPROFIT AGENCY A private agency or organization with tax-exempt status under the Internal Revenue Code.

NUTRITION The process by which organisms assimilate materials that are necessary for sustenance, energy, and growth. Good human nutrition requires a well-balanced diet containing an adequate amount of food and calories. Failure to achieve this balance can result in various diseases, dysfunctions, deficiencies, and death.

O

ON-SITE Reference to an agency that serves food in its facility. (I.e., soup kitchens, day care centers, shelters).

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) (Federal) Agency which spreads and enforces workplace safety rules.

P

PACK DATE Indicates the date a product was manufactured.

PACK SIZE The size of the individual units of case goods.

PALLET A wood base used for assembling, storing, and handling materials in a whole unit load. Normal industry standard is 48 inches x 40 inches. It can also be referred to as a standard GMAC pallet.

PARTNER AGENCY A non-profit organization or church that is a contracted recipient of SHFB food for their food assistance program(s).

PERISABLE GOODS Fresh produce, milk, eggs, meat, frozen goods, baked goods, any food with a short shelf life or a need for refrigeration.

PHYSICAL INVENTORY	Counting all inventory items on hand and reconciling physical and computer counts. SHFB conducts full physical inventory counts twice annually, in January and June; the June count is audited by the CPA who prepares our financial audit.
PICKING LIST	List of items and quantities ordered and given to an agency at the time of order pick up. Discrepancies may be noted on the picking list. A signature is required and is considered verification that the order was received as written.
PORTION PACK	The packaging of individual size portions. (I.e., single serving)
POUNDS PER PERSON IN POVERTY (PIPP)	A measure of level of service and market penetration by food banks to persons in need.
POVERTY GUIDELINES	Guidelines issued each year by HHS that are used to determine eligibility for the all means-tested programs, including nutrition programs. Poverty guidelines are based upon calculation of the Federal Poverty Level.
PREPARED FOODS	Food prepared for serving in a restaurant, cafeteria, etc.
PRODUCTION OVERRUN	A situation in which a manufacturer processes more raw materials into finished goods than it has a market for. Can be caused by original commitment to quantity of raw materials purchased, an attempt to stabilize production costs. (I.e., quantity discount or fluctuating markets).
PROFIT AND LOSS (P&L)	A financial statement that details, during a specific time frame, revenue, expenses, and net income.
PROGRAM	A food distribution site operated directly by HHFB, with the assistance of volunteers
PROXY	Person designated by a participant or caretaker, to obtain supplemental food on behalf of the participant.
PULL-BY-DATE/SELL BY DATE	The last date a product should be offered Sell by Date for sale allowing time for home use under proper storage conditions. Generally used for perishable products such as meats, dairy, refrigerated juices, and fresh baked goods.
PURCHASE PROGRAM	Purchase of food by a food bank to supplement product available through donations.

Q

QUARTERLY POUNDAGE REPORT (QPR)	an accounting of pounds of food received and distributed, submitted annually to Feeding America.
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R

RISK MANAGEMENT	The identification, analysis, assessment, control, and avoidance, minimization, or elimination of unacceptable risks.
ROTATION	The practice of moving older stock forward when restocking shelves or cases so that the oldest product is the first to move out.

RURAL The Census Bureau defines rural as any population, housing, or territory NOT in an urban area.

S

SALVAGE Products returned to a supermarket distribution center for various reasons (damaged, seasonal, short-dated), which we sort for food safety and distribute to member agency pantries.

SECONDARY MARKET The discount market for surplus goods used as an alternative to donating those goods.

SERVICE AREA A food bank's designated geographical area in which they are responsible for providing product to their agencies as well as for product solicitation within their area's boundaries.

SHARED MAINTENANCE The fee food banks charge agencies for product distributed. Currently 19 cents per pound is the limit for agencies.

SHARING When a food bank distributes its extra food to another food bank that is not its affiliate or SDO. This may (but not necessarily) be done under the understanding that the receiving food bank will reciprocate either now or later.

SHELF LIFE The length of time a product may be stored, as on a supermarket shelf, without deteriorating.

SHELF STABLE A product that does not require refrigeration and usually has a long shelf life. (i.e., canned goods, aseptic pack).

SHELTER Within this context, shelter refers to temporary lodging made available to homeless individuals. This service is designed to protect homeless from inclement weather and street crime as well as provide a meal, a bed, shower facilities, clean clothing and/or modest medical care. Shelters are most often operated by private nonprofits or local governments.

SHRINK WRAP Clear plastic film, conforming to (Stretch Wrap) the object or product it covers; often used to keep cases from shifting on a pallet.

SHRINKAGE The loss of product due to damage, theft, or miscounting.

SOCIAL SAFETY NET Government and private charitable programs designed to meet the needs of low-income, disabled, elderly, and other vulnerable people.

SOUP KITCHEN A public or charitable institution that, as an integral part of their normal activities, maintains an established feeding operation to provide food to needy homeless persons on a regular basis.

STATE DISTRIBUTING AGENCY (SDA) (Per TEFAP) The state government unit designated by appropriate state executive authority, which has entered into agreement with USDA. In the state of South Carolina, the South Carolina Department of Agriculture is the SDA.

STATEMENT Summary of amount owed and paid to the Foodbank for a calendar month. Sent once a month on the first day of month.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) Also known as the Food Stamp Program. In the State of South Carolina, this federal program enables low-income people to buy nutritious food with Electronic Benefits Transfer (EBT) cards. Recipients spend their benefits to buy eligible food in authorized retailers.

SUPPLEMENTAL SECURITY INCOME (SSI) Federal cash assistance program for the disabled and elderly poor; administered by the Social Security Administration.

SUSPENSION Disciplinary action taken by the HHFB toward a partner agency as a result of the partner agency's failure to comply with stated policies or procedures such as submitting statistics on time. Partner agencies on Suspension may not shop at, place orders, or pick up orders from the Food Bank or in any other way receive products from HHFB.

SWELLS An accumulation of processed foods packed in tin or glass, rendered unable to sell by swelling of the container or lid due to faulty processing or sealing.

T

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) A block grant program enabling states to operate cash-assistance programs and services to help low-income families. Participation in TANF can be used to determine eligibility for many of the nutrition programs.

THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP) A federal program that provides food commodities at no cost to low-income individuals in need of short-term hunger relief. TEFAP serves the agricultural community by distributing surplus commodities purchased by the USDA from farmers and other producers.

U

UNIVERSAL PRODUCT CODE (UPC) A product coding system designed to allow simpler and more accurate product identification as goods move from manufacturer to retail. Scanner sensitive for checkout and reclamation centers.

UNITED STATES DEPARTMENT OF AGRICULTURE (USDA) The United States federal executive department responsible for developing and executing federal government policy on farming, agriculture, and food.

V

VALUE ADDED In food banking, the processing of goods in some way to make them easier to distribute and/or make shelf stable. For example, the labor and materials involved in re-packing bulk beans into smaller bags.

VISION & MISSION STATEMENT A statement issued by senior site management outlining the site's quality goals and objectives. It may be combined with or separate from the site's food safety policy.

VOLUNTEERS Individuals who donate their time to HHFB and its Partner Agencies for purposes such as agency distribution, food sorting, nutrition ambassadors, facility maintenance, USDA distributions, program support, board functions, office/clerical assistance, etc.

These volunteers may include community members, students and youth members, AmeriCorps, church groups, businesses, Housing Authority, and sheriff/court referrals.

VULNERABILITY TO HUNGER A condition of individuals, households, communities or nations who have enough to eat most of the time, but whose poverty makes them especially susceptible to hunger due to changes in the economy, climate, political conditions or personal circumstances. Also referenced as "at risk to hunger."

W

WHOLESALER Merchant middleperson who sells primarily to retailers on behalf of manufacturer.

WOMEN, INFANTS, & CHILDREN PROGRAM (WIC) A federal grant program administered by state health departments or comparable agencies that provides nutrition education, referrals, and a variety of nutritious foods to low-income pregnant, breastfeeding, or postpartum women, infants, and children up to age five to promote and support good health. The foods provided through WIC are a good source of nutrients often missing from the diets of women and young children.

WORKING POOR A term used to describe people who maintain regular employment but remain in poverty due to low wages and obstacles that make it difficult to save money.

X

Y

YIELD The ratio of usable output from a process to its input.

Z

ZERO INVENTORY A term initially used to represent the optimum stock level in a just-in-time system and the idea that inventory is a liability instead of an asset.

CALHOUN COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region III
Orangeburg DSS Office
2570 St. Mathews Rd
Orangeburg, SC 29118
(803) 531-3101

CHILD SUPPORT SERVICES

Dept. of Social Services
3150 Harden Street, Suite 103
P.O. Box 1270 Columbia, SC 29202
(803) 898-9282

**Orangeburg/Calhoun/ Allendale/
Bamberg (OCAB)**

Community Action Agency, Inc. 1822
Joe Jeffords Hwy Orangeburg, SC 29115
(803) 536-1027

**PUBLIC CHILD CARE / DAY CARE
SERVICES**

St. Matthews Head Start Center
Guinyard Middle School
Park Street
St. Matthews, SC 29135
(803) 874-3588

**COUNSELING & MENTAL HEALTH
SERVICES**

**Orangeburg Area Mental Health
Center**
2319 St. Mathews Road
Orangeburg, SC 29118

CRISIS / EMERGENCY SERVICES

The Edisto United Way
1255 Blvd St.
St. Matthews, SC 29116
(803) 531-9990, (803) 247-0002

**CRISIS PREGNANCY SERVICES &
ADOPTION CHOICES**

Aiken Pregnancy Care Center
225 Barnwell Ave NW
Aiken, SC 29801
(803) 649-9890

Allendale Pregnancy Care Center
PO Box 542
Allendale SC 29810
803 584-1584

Preferred Women's Health Center
(Augusta, GA)
1-800-562-7415

Charleston's Women's Medical Center
1312 Ashley River Road
Charleston, SC 29407

(843) 571-5161

EDUCATIONAL RESOURCES

Childbirth Education Classes
**Orangeburg County Public Health
Dept.**
1550 Carolina Ave.,
Orangeburg, SC 29116
(803) 533-7185

Orangeburg-Calhoun Tech
3250 St. Mathews Road, NE
Orangeburg, SC 29118
(803) 536-0311 / 1-800-813-6519

EMPLOYMENT SERVICES

Vocational Rehabilitation Dept.
1661 Joe Jeffords Hwy
Orangeburg, SC 29118
(803) 534-4939

**FAMILY PLANNING / BIRTH CONTROL
SERVICES**

Calhoun County Public Health Dept
2837 Old Belleville Road
St. Matthews, SC 29135
(803) 531-3032, (803) 874-2037

Family Health Centers, Inc.
St. Matthews Family Health Center
558 Chestnut Street
St. Matthews, SC 29135
(803) 874-2006

**FINANCIAL, FOOD, CLOTHING &
HOUSING**

Dept. of Social Services
2831 Old Belleville Rd
St. Matthews, SC 29135 (803) 874-
3384

DHHS

2831 Old Belleville Road
St. Matthews, South Carolina 29135
(803) 874-3384

**The Benefit Bank at the SC Office of
Rural Health**

1-800-726-8774
www.thebenefitbank.com

**Women, Infants & Children (WIC)
Supplemental Food Program Calhoun
County Public Health Center**

2837 Milligan Street
St. Matthews, SC 29135
(803) 531-3032 (803) 874-2037

Compassion In Action

1842 Joe S. Jeffords Hwy.
P.O. Box 2575 Orangeburg, SC 29116
(803) 534-6060

Social Security Administration
1391 Middleton Street
Orangeburg, SC 29115
1-866-716-8602 / 8:30 am-3:30pm

HEALTH CARE SERVICES

Family Health Centers, Inc.
3310 Magnolia, NE
P.O. Box 1806 Orangeburg, SC 29115
(803) 531-6900

Community Medical Center

10278 Old #6 Hwy
Vance, SC 29163
(803) 492-3031

St. Matthews Family Health Center

558 Chestnut Street
St. Matthews, SC 29135
(803) 874-2006

Northfield Medical Center

7061 Norway Road
Neeses, SC 29107
(803) 263-4086

St. George Medical Center

401 Ridge Street
St. George, SC 29477 (843) 563-5315

**Regional Medical Center of
Orangeburg and Calhoun counties
(TRMC)**

3000 St. Mathews Road Orangeburg,
SC 29115
(803) 533-2200

Calhoun County Council on Aging

200 Milligan Circle
St. Matthews, SC 29135 (803) 874-1270

Calhoun County Public Health Dept

2837 Old Belleville Road St. Matthews,
SC 29135 (803) 874-2037

**Childbirth Education Classes
Orangeburg County Public Health
Dept.**

1550 Carolina Avenue
P.O. Box 1126 Orangeburg, SC 29116
(803) 533-7185
SPECIAL NEEDS

**Children's Rehabilitative Services
(CRS)**

Orangeburg County Public Health Dept.

P.O. Box 1126 Orangeburg, SC 29116
(803) 536-9060
855-4-SCDHEC (855-472-3432)

BabyNet

Orangeburg County Public Health Dept.
P.O. Box 1126 Orangeburg, SC 29116
(803) 533-7139

Calhoun Board of Disabilities and Special Needs

Rte 4 Box 79-B
St. Matthews, SC 29135
(803) 874-2664

Family Connection-Columbia

2712 Middleburg Drive Suite 103B
Columbia, SC 29204
Phone: (803) 252-0914

Toll Free: 1-800-578-8750

Federation of Families

1-866-779-0402

LEGAL AID SERVICES

Palmetto Legal Services

(803) 359-4154

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS

Tri-County Commission on Alcohol and Drug Abuse, Project Transitions

P.O. Box 322
St. Matthews, SC 29135 (803) 655-7963 Dawn Center

TRANSPORTATION SERVICES

Medicaid Transportation

Access 2 Care
1-855-777-1255

Non-Medicaid Transportation

Santee- Wateree RTA (803) 775-9347
extensions: 127, 126, 138

Transportation Management Services Industry (TMSI)

(803) 531-1302

VIOLENCE, NEGLECT & ABUSE RELATED RESOURCES

Dept. of Social Services

2831 Old Belleville Rd St.
Matthews, SC 29135
(803) 874-3384

CASA/Family Systems

P.O. Box 1568
Orangeburg, SC 29116
1-800-298-7228
(803) 534-2272 (803) 531-6211

CHESTER COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region III
Rock Hill, SC 29730
(803) 329-9626

CHILD SUPPORT SERVICES

Dept. of Social Services
3150 Harden Street, Suite 103
Columbia, SC 29202
(803) 898-9282

PUBLIC CHILD CARE / DAY CARE SERVICES

Carolina Community Action, Inc. Head Start
P.O. Box 933
Rock Hill, SC 29731 (803) 366-5398

North Chester Head Start

2135 Quinn Rd
Chester, SC, 29706-6163
(803) 581-6854

First Steps

100-A Center Street
P.O. Box 1728 Chester, SC 29706
Phone: (803) 385-6174

COUNSELING & MENTAL HEALTH SERVICES

Catawba Mental Health Center
Child/Adolescent Services
166 Dotson St. Rock Hill, SC 29732
(803) 329-3177
Children/Adolescent Services
(803) 327-2012 Adult Services
(803) 581-8311 Chester

CRISIS / EMERGENCY SERVICES

Chester Area United Way
P.O. Box 163 Chester, SC 29706 (803) 581-7000
Referrals to 26 agencies funded by United Way

Community Fund

P.O. Box 124
Great Falls, SC 29055
(803) 482-2191

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Crisis Pregnancy Line
828 Lucas Street Rock Hill, SC 29730
(803) 329-2524 (Hotline)

Florence Crittenton Services of North Carolina
704-372-4663

Family Reproductive Health
(Charlotte, NC)

1-800-952-9034

EDUCATIONAL RESOURCES

Vocational Rehabilitation Dept.
1020 Heckle Blvd
Rock Hill, SC 29732
(803) 327-7106

Chester County Learning Center

161 Columbia Street
Chester, SC 29706
(803) 581-9324 Adult Education
(803) 581-9362 Alternative Education

Chester County Literacy Council

100 Center Street
Chester, SC 29706
(803) 581-1960

FAMILY PLANNING / BIRTH CONTROL SERVICES

Chester County Public Health Dept.
129 Wylie Street
P.O. Box 724
Chester, SC 29706
(803) 377-8662, 1-800-403-4047

Great Falls Public Health Center

404 Chester Avenue
Great Falls, SC 29055
(803) 482-6133, 1-800-403-4047

FINANCIAL, FOOD, CLOTHING & HOUSING

Dept. of Social Services
115 Reedy Street
Chester, SC 29706
(803) 377-8131

DHHS

115 Reedy Street
Chester, SC 29706
(803) 377-8135

Carolina Community Action

P.O. Box 1424, 103 Mcklily Street
Chester, SC 29706
(803) 385-5205 (803) 385-5203

Great Falls Referral & Assistance Service Project (GRASP)
(803) 482-2479, (803) 482-4407

Salvation Army

119 Chesterton Square
Chester, SC 29706
(803) 377-1428

Women, Infants, & Children (WIC) Supplemental Food Program

Chester County Public Health Dept.
129 Wylie Street

Chester, SC 29706
(803) 377-8632, 1-800-403-4047

Great Falls Public Health Center-WIC

404 Chester Avenue
Great Falls, SC 29055
(803) 482-6133

Turning Point

112 Gadsden Street
Chester, SC 29706
(803) 581-0219
Food pantry

Dove's Nest

105 Cotton Street
Chester, SC 29706
(803) 581-0219

Chester City Housing Authority

2678 Dawson Drive, Bldg 100
Chester, SC 29706
(803) 581-6981

HEALTH CARE SERVICES

Chester County Public Health Dept.
129 Wylie Street
Chester, SC 29706
(803) 385-6152

Great Falls Health Center

404 Chester Avenue
Great Falls, SC 29055
(803) 482-6133

Community Medicine Foundation

North Central Family Medical Center
1131 Saluda Street
P.O. Box 28
Rock Hill, SC 29731
(803) 325-7744

Good Samaritan Medical Clinic

139 Church Street
Chester, SC 29706
(803) 385-6332

Chester County Hospital

1 Medical Park Drive
Chester, SC 29706
(803) 581-3151

SPECIAL NEEDS

BabyNet

York County Public Health Dept.
P.O. Box 3057
1070 Heckle Blvd.
Rock Hill, SC 29732
(803) 909-7310

Children's Rehabilitative Services
Lancaster County Public Health Dept.

1833 Pageland Highway
Lancaster, SC 29720
(803) 285-7628 (803) 286-9948

**Department of Disabilities
& Special Needs'**
1-888-DSN-INFO (376-4636)

Family Connections
1-800-578-8750

Federation of Families
1-866-779-0402
*Child and Parent Support - for children
w/ mental health needs*

LEGAL AID SERVICES
Piedmont Legal Services
214 Johnson Street
Rock Hill, SC 29730
(803) 327-9001 1-800-922-3853
Hours: M-TH 8:30 a.m. - 5 p.m.

**SUBSTANCE ABUSE SUPPORT &
TREATMENT PROGRAMS**

Alcoholics Anonymous
(803) 385-6768 (803) 385-3518
Message tells when meetings are held

**Chester County Alcohol and Drug
Abuse Authority Hazel Pittman Center**
130 Hudson Street
Chester, SC 29706
(803) 377-8111

Turning Point Men's Home
112 Gadsden Street
Chester, SC 29706
(803) 581-0219

TRANSPORTATION SERVICES
Medicaid Transportation
Access 2 Care
1-855-777-1255

Senior Services of Chester County
(803) 385-3838

**VIOLENCE, NEGLECT & ABUSE
RELATED RESOURCES**
Dept. of Social Services
115 Reedy Street

Chester, SC 29706
(803) 377-8131

Tri-County Safe Passage
P.O. Box 11458
Rock Hill, SC 29731
(803) 329-2800 1-800-659-0977
Chester: (803) 581-0055
Lancaster: (803) 285-6533

Safe Passage, Inc.
1-800-659-0977

**Palmetto Citizens Against Sexual
Assault**
106 N. York Street
Lancaster, SC 29720
(803) 286-5232 (803) 286-0520
Chester Satellite (803) 581-8313

CHESTERFIELD COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region IV
181 E. Evans Street, Suite 112
Florence, SC 29501
(843) 661-2495 1-800-763-6637
fax: (843) 317-1599

Dept. of Social Services

201 N. Page Street
Chesterfield, SC 29709
(843) 623-2147

CHILD SUPPORT SERVICES

Dept. of Social Services
3150 Harden Street, Suite 103
Columbia, SC 29202
(803) 898-9282

PUBLIC CHILD CARE / DAY CARE SERVICES

Chesterfield/Marlboro Economic Opportunity Council (EOC)
Cheraw Head Start
1345 Dizzy Gillespie Drive
P.O. Box 877
Cheraw, SC 29520
(843) 537-5248

First Steps

P.O. Box 553
Chesterfield, SC 29709
(843) 623-5904

Blenheim Head Start

2809 Polston Farm Road
P.O. Box 126
Blenheim, SC 29516-7429
(843) 528-0543 / (843) 528-3465

Pageland Head Start

405 A Gum Street
P.O. Box 955
Pageland, SC 29728
(843) 672-5360

Ruby Head Start

64 N. Market Street
P.O. Box 84
Ruby, SC 29741-8772
(843) 634-6660

COUNSELING & MENTAL HEALTH SERVICES

Tri-County Mental Health Center
207 Commerce Avenue
Chesterfield, SC 29709
(843) 623-2229

CRISIS / EMERGENCY SERVICES

American Red Cross
(843) 662-8122 Florence

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Florence Crittenton Services of North Carolina
704-372-4663

Family Reproductive Health
(Charlotte, NC)
1-800-952-9034

EMPLOYMENT SERVICES

Workforce Center
344 E. Boulevard, Suite B.
Chesterfield, SC 29709
(843) 623-3221

Vocational Rehabilitation Dept.
(843) 479-8318 Chesterfield and Marlboro
(843) 662-8114 Florence

Cheraw One Stop Workforce Center

318 Front Street
P.O. Box 877
Cheraw, SC 29520
(843) 320-9760

Pageland One Stop Workforce Center

Pageland Baptist Church
203 W. Pigg Street, Room 114
Pageland, SC 29728
(843) 672-2673

FAMILY PLANNING / BIRTH CONTROL SERVICES

Chesterfield County Public Health Dept.
203 N. Page Street
P.O. Box 112
Chesterfield, SC 29709
(843) 623-2117

CareSouth Carolina

212 Third Street
P.O. Box 1357
Cheraw, SC 29520
(843) 537-0961

Sand Hills Medical Foundation

409 E. Church Street
P.O. Box 249
Jefferson, SC 29718
(843) 658-3005

Sand Hills Medical Foundation

645 S. Seventh Street
P.O. Box 366
McBee, SC 29101
(843) 335-8291

FINANCIAL, FOOD, CLOTHING & HOUSING

Dept. of Social Services
201 N. Page Street
Chesterfield, SC 29709

(843) 623-2147 (843) 623-2197
(843) 623-2150

DHHS

P.O. Box 855
201 North Page Street
Chesterfield, SC 29709
(843) 623-5226

The Benefit Bank at the SC Office of Rural Health

1-800-726-8774
www.thebenefitbank.com

Jefferson/Pageland United Way Lynchess River Electric Cooperative

1104 W. McGregor Street
P.O. Box 308
Pageland, SC 29728
1-800-922-3486 or (843) 622-6111

Manna House

450 Jarrot Street
P.O. Box 13541
Florence, SC 29504
(843) 667-6077

Calvary Baptist Church

364 Calvary Lane
Cheraw, SC 29520
Phone: (843) 537-1100
Food Pantry

Lois C. McArn Community Ministry

131 Second Street
Cheraw, SC 29520
Phone: (843) 537-0642

Maranatha Missons

66 Praise Lane
Cheraw, SC 29520
Phone: (843) 537-2033

Pee Dee CAP Transitional Housing

411 Jarrott Street
Florence, SC 29506-3029
(843) 678-3410

Salvation Army

2210 Hoffmeyer Road
Florence, SC 29502
(843) 662-4461

Women, Infants, & Children (WIC) Supplemental Food Program

Chesterfield County Public Health Dept
203 N. Page Street
Chesterfield, SC 29709
(843) 623-2425 or 1-866-411-5767

Chesterfield County Housing Authority

1343 Dizzy Gillespie Drive
Cheraw, SC 29520

(843) 537-7222

Union County Habitat for Humanity
2520 W. Roosevelt Blvd.
Monroe, NC 28110
(704) 296-9414

HEALTH CARE SERVICES
Chesterfield County Public Health Dept.
203 N. Page Street
Chesterfield, SC 29078
(843) 623-2117

CareSouth Carolina Cheraw Center
212 Third Street
P.O. Box 1357
Cheraw, SC 29520
(843) 537-0961
www.caresouth-carolina.com

Sand Hills Medical Foundation
409 E. Church Street
P.O. Box 249
Jefferson, SC 29718
(843) 658-3005

Sand Hills Medical Foundation
645 S. Seventh Street
P.O. Box 366
McBee, SC 29101
(843) 335-8291

CareSouth Carolina Chesterfield Center
500 West Blvd.
Chesterfield, SC 29709
(843) 623-5080
www.caresouth-carolina.com

Healthquest of Union County, Inc.
415 E. Franklin Street
Monroe, NC 28112
(704) 226-2050
www.healthquestpharmacy.org

CareSouth Carolina - Hartsville
1268 S. Fourth Street
P.O. Box 909
Hartsville, SC 29550
(843) 332-3422

CareSouth Carolina
7375 Main Street
P.O. Box 239
Society Hill, SC 29593
(843) 378-4501
www.caresouth-carolina.com

Lee County Public Health Center
810 Brown Street
P.O. Box 307
Bishopville, SC 29010
(803) 484-6612

Chesterfield General Hospital

711 Chesterfield Hwy.
Cheraw, SC 29520
(843) 537-7881
www.chesterfieldgeneral.com

American Cancer Society
1800 Second Loop Road
P.O. Box 4508
Florence, SC 29502-4508
(843) 669-6349
www.cancer.org

American Diabetes Association
1-800-DIABETES (1-800-342-2383)
www.diabetes.org

American Lung Association
1817 Gadsden Street
Columbia, SC 29201
(803) 779-5864
www.lungsc.org

American Heart Association
181 East Evans Street
BTC-009 Suite 200
Florence, SC 29506
(843) 665-0985
www.heart.org/HEARTORG/

**American Red Cross
Pee Dee Chapter**
1601A W. Lucas Street
Florence, SC 29501
(843) 662-8121
Chesterfield office: (843) 623-7395
www.peedeeredcross.org

SPECIAL NEEDS
Children's Rehabilitative Services (CRS)
Florence County Public Health Dept.
145 E. Cheves Street
Florence, SC 29506
(843) 661-4829 or 1-800-763-1223

Chesterfield Disabilities and Special Needs Board
P.O. Box 151
Chesterfield, SC 29709
(843) 623-9016

**BabyNet
Pee Dee Health District**
145 E. Cheves Street
Florence, SC 29506
(843) 661-4857

Pee Dee Healthy Start
1-800-747-2229

Pee Dee Speech & Hearing Center
153 N. Baroody Street
Florence, SC 29503
(843) 662-7802

Family Connections

1-800-578-8750
Federation of Families
1-866-779-0402
Child and Parent Support

LEGAL AID SERVICES
Carolina Regional Legal Services
(843) 667-1896 or (843) 413-9500

SC Center for Equal Justice
(888) 346-5592

SC Legal Services
(877) 238-3418

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS
The Good Samaritan Colony
(843) 634-6848

Alcoholics Anonymous
(843) 473-4223

Chesterfield County
(843) 623-7062 ALPHA CENTER

Givebac Ace Camp
1481 Ted Melton Road
Chesterfield, SC 29709-6313
(843) 623-3077
Toll Free: (866) 709-6988
www.givebacinc.com

TRANSPORTATION SERVICES
Medicaid Transportation
Access 2 Care
1-855-777-1255

Non-Medicaid Transportation
Pee Dee Regional Transportation Authority (RTA)
(843) 537-6610

Chesterfield County Council on Aging
535 E. Boulevard
P.O. Box 45
Chesterfield, SC 29709

VIOLENCE, NEGLECT & ABUSE RELATED RESOURCES
Dept. of Social Services
201 N. Page Street
Chesterfield, SC 29709
(843) 623-2147 (843) 623-2197
(843) 623-2150

Pee Dee Coalition Against Domestic and Sexual Assault
(843) 669-4600 Florence Hotline
1-800-273-1820 Pee Dee Regional Hotline (843) 623-7364

Safe Passage
P.O. Box 11458
Rock Hill, SC 29731-6686

1-800-659-0977

Good Samaritan Colony House
1914 Hwy. 9
Ruby, SC 29741
(843) 634-6848

**OTHER HEALTH RELATED
RESOURCES**

**Chesterfield County Council on
Aging**
535 East Blvd.
P.O. Box 45
Chesterfield, SC 29709
(843) 623-2280

www.ccco.org

**Chesterfield County Coordinating
Council**
535 East Blvd.
P.O. Box 648
Chesterfield, SC 29709
(843) 623-5274
www.chesterfieldcoordinating.org

**Cheraw Parks, Recreation and
Leisure Services**
200 Powe Street
Cheraw, SC 29520
(843) 537-8420 / (843) 537-8421

www.cheraw.com

Cheraw State Park
100 State Park Road
Cheraw, SC 29520
(843) 537-9656
www.southcarolinaparks.com

**Senior Circle @ Chesterfield General
Hospital**
914 Chesterfield Hwy.
Cheraw, SC 29520
(843) 921-6725
www.seniorcircle.com

CLARENDON COUNTY

ADOPTION SERVICES

Dept. of Social Services, Reg VII
2638 Two Notch Road, Suite 200
Columbia, SC 29204
(803) 929-2555

CHILD SUPPORT SERVICES

Dept. of Social Services
240 Stoneridge Drive
Greystone Bldg #1
Columbia, SC 29210
(803) 253-7566

PUBLIC CHILD CARE / DAY CARE SERVICES

Wateree Head Start Program
621 W. Huggins St.
P.O. Box 67
Manning, SC 29102
(803) 435-8427 (803) 435-8203

Fleming/Felder Head Start

621 W. Huggins Street
Manning, SC 29102
(803) 473-2767

Paxville Head Start

Hwy 261 East
P.O. Box 5057
Paxville, SC 29102
(803) 473-4575

First Steps

16 S. Brooks Street
P.O. Box 426
Manning, SC 29102
Phone: (803) 433-2848

COUNSELING & MENTAL HEALTH SERVICES

Child Adolescent Services
(803) 435-2124 (803) 435-2112

Family Therapy, Inc.

800 W. Evans Street
Florence, SC 29501
(803) 662-3563

Mental Health Center

(803) 435-2124

Clarendon Behavioral Health Services

12 N. Church Street
P.O. Box 430
Manning, SC 29102
(803) 435-2121
www.clarendonbhhs.com

CRISIS / EMERGENCY SERVICES

Wateree Community Action
3 W. Boyce Street
Manning, SC 29102
(803) 435-4337 (803) 435-4338

Tuomey Regional Medical Center

129 N. Washington Street
Sumter, SC 29150
(803) 774-9000
www.tuomey.com

YWCA Safe House

246 Church Street
Sumter, SC 29150
(803) 775-2763

YWCA Rape Crisis

(803) 773-4357

Clarendon Memorial Hospital

10 Hospital Street
Manning, SC 29102
(803) 435-8463

United Way of Sumter/Clarendon/Lee

215 N. Washington Street
Sumter, SC 29150
(803) 773-7935

American Red Cross

1155 N. Guignard Drive, Suite 2
Sumter, SC 29150
(803) 775-2363

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Florence Crittenton Services

19 St. Margaret Street
Charleston, SC 29403
(843) 722-7526

EDUCATIONAL RESOURCES

Clarendon County Adult Education

3351 Sumter Hwy.
Manning, SC 29102
(803) 473-4958 (803) 473-2531

Clarendon County Council on Aging

206 S. Church Street
Manning, SC 29102
(803) 435-8593

DIAMONDS Teen Pregnancy Prevention

26 Council Street Room 5
Sumter, SC 29150
(803) 774-2240
Counseling

EMPLOYMENT SERVICES

Employment Security Commission

29 E. Calhoun St.
Sumter, SC 29150
(803) 773-7359

Vocational Rehabilitation Dept.

1760 N. Main Street
Sumter, SC 29153
(803) 469-2960

provide job resources for disabled

Experience Works

P.O. Box 3674
Columbia, SC 29230
(803) 252-1240 / 1-866-976-5939
www.experienceworks.org

Manning Workforce Center

3351 Sumter Hwy.
Manning, SC 29102
(803) 473-2086
www.workforcesouthcarolina.com

FAMILY PLANNING / BIRTH CONTROL SERVICES

Clarendon County Public Health Dept.

110 East Boyce St.
Manning, SC 29102
(803) 435-8168

Black River Healthcare, Inc.

Manning Medical Center
12 W. South Street
P.O. Box 10
Manning, SC 29102
(803) 433-4321

FINANCIAL, FOOD, CLOTHING & HOUSING

Dept. of Social Services

County Public Health Center
3 S. Church Street
Manning, SC 29102
(803) 435-4303 (803) 435-8147

DHHS

3 S. Church Street
P.O. Box 788
Manning, SC 29102
(803) 435-4305

The Benefit Bank at the SC Office of Rural Health

800-726-8774
www.thebenefitbank.com

Friendship House

49 W. Boyce Street
Manning, SC 29102
(803) 435-8136

Wateree Community Action Clarendon Community Service Center

3 W. Boyce Street
P.O. Box 281
Manning, SC 29102
(803) 435-4337
www.watereecommunityactionsinc.org

Salvation Army

444 Belt Street
P.O. Box 2229
Sumter, SC 29151

(803) 775-5006

**Women, Infants, & Children (WIC)
Supplemental Food Program**

Clarendon County Public Health Dept.
110 E. Boyce Street
Manning, SC 29102
(803) 435-8168

South Carolina Housing Authority
(803) 896-9001 or 1-800-432-5007

**Clarendon County Habitat for
Humanity**

8 N. Brooks Street
Manning, SC 29102-3206
(803) 433-4189

Free Will Baptist Home for Children
(803) 659-2880

Salvation Army

16 Kendrick Street
P.O. Box 2229
Sumter, SC 29150
(803) 775-9336 F: (803) 773-5433

New Horizon Family Center

1120 New Horizons Lane
Summerton, SC 29148
(803) 460-4185
www.clemson.edu/yli/newhorizons

Mt. Calvary FBHC

426 W. Boyce Street
Manning, SC 29102
(803) 435- 8220

United Ministries of Clarendon County

113 N. Church Street
Manning, SC 29102
(803) 478-9086
Tue & Thru, 9 a.m. - 12 p.m.
Food Pantry

Macedonia Baptist Church

14362 Raccoon Road
Manning, SC 29102
(803) 473-7602

**St. Mary Our Lady of Hope Catholic
Parrish**

14 N. Cantey Street
Manning, SC 29102

Deliverance Outreach Ministry

9223 Paxville Hwy.
Manning, SC 29102
(803) 473-7735

Manning Deliverance Temple

6411 Juneburn Road
Manning, SC 29102
(803) 473-4585

Paxville CDC

10183 Lewis Road
Paxville, SC 29102
(803) 452-5124
Hours: 2nd Sat, 8:30a.m.- 10:30a.m.

**Macedonia Community Development
Corporation**

226 Commerce Street
Manning, SC 29102
(803) 435-2500
Housing and food pantry

**Santee-Lynches Affordable Housing
and Community Development
Corporation, Inc**

255 Broad Street
Sumter, SC 29150
(803) 436-0020 / 1-877-736-0003

HEALTH CARE SERVICES

Clarendon County Public Health Dept.

21 E. Hospital Drive
Manning, SC 29102
(803) 435-8168

**Black River Healthcare, Inc. Manning
Medical Center**

12 W. South Street
P.O. Box 10
Manning, SC 29102
(803) 433-4321

**Black River Healthcare, Inc.
Summerton Medical Center**

12 W. South Street
Summerton, SC 29148
(803) 485-8112

**Seventh Day Adventist Church
Community Service Unit**

(803) 473-7113 (803) 435-8290

Clarendon County Council on Aging

(803) 435-8593

Manning Pediatrics

18 S. Brooks Street
P.O. Box 339
Manning, SC 29102
(803) 435-4124

Summerton Medical Center

2 Larry King Hwy.
P.O. Box 1260
Summerton, SC 29148
(803) 485-8112

Clarendon Memorial Hospital

10 Hospital Street
Manning, SC 29102
(803) 435-8463

Santee OB/GYN Associates

(803) 433-7262

American Cancer Society

128 Stonemark Lane
Columbia, SC 29210
(803) 750-1790
www.cancer.org

American Diabetes Association

1-800-DIABETES (1-800-342-2383)
www.diabetes.org

American Lung Association

1817 Gadsden Street
Columbia, SC 29201
(803) 779-5864
www.lungsc.org

American Heart Association

520 Gervais Street, # 300
Columbia, SC 29201-3071
(803) 738-9540
www.heart.org/HEARTORG/

SPECIAL NEEDS

**Children's Rehabilitative Services
(CRS) Sumter County Public Health
Dept.**

105 N. Magnolia Street
Sumter, SC 29150
(803) 773-5511

BabyNet

Sumter County Public Health Dept.
105 N. Magnolia Street
Sumter, SC 29150
(803) 773-5511, ext. 2437

**Clarendon Disabilities and Special
Needs Board**

P.O. Drawer 40
Manning, SC 29102
(803) 435-2330

Family Connections

1-800-578-8750

Federation of Families

1-866-779-0402
Child and Parent Support - for children
with mental health needs

LEGAL AID SERVICES

Carolina Regional Legal Services
(803) 435-2141

**South Carolina Dept. of Juvenile
Justice**

(803) 435-8587

Clarendon County Family Court

(803) 435-4210

Centers for Equal Justice-Florence

(843) 413-9500 or 1-877-238-3418

**SUBSTANCE ABUSE SUPPORT &
TREATMENT PROGRAMS**

Clarendon County Commission on Alcohol and Drug Abuse Focused Maternal Outreach Phoenix Center for Women
(803) 435-2121 (803) 435-4044

TRANSPORTATION SERVICES

Medicaid Transportation
Access 2 Care
1-855-777-1255

Non-Medicaid Transportation
Santee/Wateree Regional Transportation Authority (RTA)
(803) 775-9347 / 1-888-748-4987

Clarendon County Council on Aging
206 Church Street
P.O. Box 522
Manning, SC 29102
(803) 435-8593

VIOLENCE, NEGLECT & ABUSE RELATED RESOURCES

Office of Victim Assistance
1-800-521-6576

Rape Crisis
(803) 773-4357

YWCA of the Upper Lowlands
246 Church Street
Sumter, SC 29150

(803) 773-7158 Sexual Abuse
(803) 775-2763 Domestic Violence

Dept. of Social Services
County DSS Building
3 S. Church Street
Manning, SC 29102
(803) 435-4303 (803) 435-8147
(803) 435-2622 (803) 435-4305
(803) 435-8343 (803) 435-4304

OTHER HEALTH RELATED RESOURCES

Manning Senior Center
206 S. Church Street
Manning, SC 29102
(803) 435-8593

Summerton Senior Center
1 N. Duke Street
Summerton, SC 29102
(803) 485-8115

East Clarendon Senior Center
15362 Hwy. 301
Turbeville, SC 29162
(803) 659-8773

Clemson Extension Service
11-A W. Rigby Street
Manning, SC 29102
(803) 435-8429

The Zone: Clarendon Memorial Hospital
Cypress Center, Suite 5
(803) 435-5200

Rex Josey Park
Corner of Lee and Maple Streets
Manning, SC 29102

Memorial Street Park
Lantern Lane and Memorial Streets
Manning, SC 29102

Bellwood Park
Corner of Spann Drive and Lawson
Manning, SC 29102

Walker Gamble Park
2496 Walker Gamble Road
New Zion, SC 29111
(803) 473-3543

J.C. Britton Park
3057 Raccoon Road
Manning, SC 29102
(803) 473-3543

Taw Caw Park
7212 Wash Davis Road
Summerton, SC 291

DARLINGTON COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region 4
Business & Tech. Center
181 E. Evans Street, Suite 112
Florence, SC 29506
(843) 661-2495 1-800-763-6637

Child Support Services

Dept. of Social Services
2120 W. Jody Road
Florence, SC 29503
(843) 661-4750

PUBLIC CHILD CARE/ DAY CARE SERVICES

Darlington County Community Action - Head Start

904 S. Fourth Street
Hartsville, SC 29550
(843) 332-1135

Clemson Cooperative Extension Service

300 Russell Street, Room 222
Darlington, SC 29532
(843) 393-0484

First Steps

702-B W. Carolina
Hartsville SC 29550
(843) 332-9386

Butler Head Start

1103-C South Sixth Street
Hartsville, SC 29550-5660
(843) 339-9660 or (843) 339-9679

Lamar Head Start

528 Cartersville Hwy.
Lamar, SC 29069-9151
(843) 326-7464

M. G. Burno Head Start Center

223 Law Plantation Road
Darlington, SC 29540-7609
(843) 395-2662 / (843) 395-8036

Society Hill Head Start

223 Hall Street
Society Hill, SC 29593-8705
(843) 378-4374

St. John Head Start

208 W. Seven Pines Street
Lamar, SC 29069-8963
(843) 383-4029

St. Joseph Head Start

305 W. Washington Street
Hartsville, SC 29550-5640
(843) 332-6593 / (843) 332-4569

COUNSELING & MENTAL HEALTH SERVICES

Pee Dee Mental Health Center

(843) 332-4141 Hartsville
(843) 317-4073 Florence
(843) 661-5407 Darlington

Christian Counseling Center

First Church of God
620 N. Main Street
Darlington, SC 29532
(843) 393-7942

Counseling Center

125 Warley Street
Florence, SC 29501
(843) 678-0054

Counseling Center

104 City Lane
Darlington, SC 29532
(843) 393-6323

Divorce Care

Florence Baptist Temple
Florence, SC 29504
(843) 662-0453 (ext. 3021)
www.fbt.org/divorcecare

CRISIS / EMERGENCY SERVICES

American Red Cross

(843) 662-8121 Florence
Toll-free: 1-800-273-3073
www.peedeeredcross.org

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Florence Crittenton - South Carolina

(843) 722-7526
19 St. Margaret Street
Charleston, SC 29403

EDUCATIONAL RESOURCES

Office of Adult Education

100 Magnolia Street
Darlington, SC 29532
(843) 398-2856

EMPLOYMENT SERVICES

Hartsville Workforce Center

1319 S. Fourth Street
P.O. Drawer 1170
Hartsville, SC 29550
Phone: (843) 332-1554
FAX: (843) 332-9043
Tel/Claim: 866-831-1724

Vocational Rehabilitation Dept.

(843) 662-8114 Florence
(843) 332-2231 Darlington/Hartsville
Employment resources for the disabled only.

FAMILY PLANNING / BIRTH CONTROL SERVICES

Darlington County Public Health Dept.

305 Russell Street
Darlington, SC 29532
(843) 398-4400

Hartsville Public Health Dept.

130 E. Camden Street
Hartsville, SC 29550
(843) 332-7303

CareSouth Carolina

Society Hill Health Center
737 S. Main Street
P.O. Box 239
Society Hill, SC 29593
(843) 378-4501

CareSouth Carolina

604 N. Fifth Street
P.O. Box 909
Hartsville, SC 29550
(843) 332-3422

FINANCIAL, FOOD, CLOTHING & HOUSING

Hartsville Public Health Dept.

130 E. Camden Avenue
Hartsville, SC 29550
(843) 332-7303

Dept. of Social Services

Mozingo Building
Darlington, SC 29532
(843) 398-4420

Dept. of Social Services

528 Cartersville Hwy.
Lamar, SC 29069
(843) 326-5591

Dept. of Social Services Hartsville Office

130 E. Camden Avenue
P.O. Box 1377
Hartsville, SC 29551
(843) 332-2231

DHHS

P.O. Drawer 2077
300 Russell Street, Room 145
Darlington, SC 29540
(843) 398-4427

The Benefit Bank at the SC Office of Rural Health

800-726-8774
www.thebenefitbank.com

Community Action Agency Darlington Office

223 Law Plantation Road
Darlington, SC 29532
(843) 393-4049

Community Action Agency Lamar Office

528 Cartersville Hwy.
Lamar, SC 29049
(843) 326-5430

Community Action Agency-Society Hill

234 Hall Street
Society Hill, SC 29593
(843) 378-4571

Community Action Agency

904 S. Fourth Street
Hartsville, SC 29550
(843) 332-1136

Women, Infants, & Children (WIC) Supplemental Food Program

Darlington County Public Health Dept.
305 Russell Street
Darlington, SC 29532
(843) 398-4400

The Lord Cares

P.O. Box 1457
Darlington SC 29532
(843) 395-1001

United Way of Darlington County

402 Pearl Street
Darlington, SC 29532
(843) 393-1991

United Way of Hartsville

P.O. Box 756
Hartsville, SC 29551
(843) 332-3261

Salvation Army

(843) 332-9275

Hartsville Interfaith Ministries

210 Swift Creek Road
Hartsville, SC 29550
(843) 857-9003

Hope Christian Center

505 S. Main Street
Darlington, SC 29532
(843) 393-2277

Bethel AME- Darlington

1321 S. Main Street
Darlington, SC 29532
(843) 393-7771

Disaster Services- Darlington County

1625 Harry Byrd Hwy.
Darlington, SC 29532
(843) 398-4441
Food Pantry

Salvation Temple

909 Salvation Lane

Hartsville, SC 29550
(843) 339-9700

New Life Rescue Mission

1020 W. Darlington Street
Florence, SC 29502
(843) 667-9000

Wesley United Methodist Church

145 E. College Avenue
Hartsville, SC 29550
(843) 332-1196

Darlington County Habitat for Humanity

120 W. Washington
P.O. Box 1983
Hartsville, SC 29551-1983
(843) 383-8500

Darlington Housing Authority

(843) 393-0436

Hartsville Housing Authority

(843) 332-1583

HEALTH CARE SERVICES

McLeod Medical Center

701 Cashua Ferry Road
Darlington, SC 29532
(843) 395-1100

Carolina Pines Regional Medical Center

1304 W. Bobo Newsom Hwy.
Hartsville, SC 29550
(843) 339-2100

Carolinas Hospital System

805 Pamplico Hwy.
Florence, SC 29505
(843) 674-5000
www.carolinashospital.com

HopeHealth, Inc.

600 E. Palmetto Street
P.O. Box 653
Florence, SC 29506
(843) 667-9414
Toll free: 1-888-841-5855
www.hope-health.org

LIFELINE

114 Florida Drive
Darlington, SC 29532
(843) 393-1344 / (843) 398-0691

Darlington County Public Health Dept.

305 Russell Street
Darlington, SC 29532
(843) 398-4400

CareSouth Carolina - Hartsville Health Center

1268 S. Fourth Street
P.O. Box 909

Hartsville, SC 29550
(843) 332-3422

CareSouth Carolina - Society Hill Health Center

737 S. Main Street
P.O. Box 239
Society Hill, SC 29593
(843) 378-4501

CareSouth Carolina - Cheraw Health Center

212 Third Street
Cheraw SC 29520
(843) 537-0961

Free Clinic of Darlington County

203 Grove Street
Darlington, SC 29532
(843) 398-0060

Hartsville Health Center

604 N. Fifth Street
P.O. Box 909
Hartsville, SC 29550
(843) 332-3422

Cheraw Health Center

212 Third Street
P.O. Box 1538
Cheraw, SC 29520
(843) 537-0961

Sandhills Medical Foundation

Jefferson Medical Center
409 E. Church Street
P.O. Box 249
Jefferson, SC 29718
(843) 658-3005

Sandhills Medical Foundation

645 S. Seventh Street
McBee, SC 29101
(843) 335-8291

American Cancer Society

1800 Second Loop Road
P.O. Box 4508
Florence, SC 29502-4508
(843) 669-6349
www.cancer.org

American Diabetes Association

1-800-DIABETES (1-800-342-2383)
www.diabetes.org

American Lung Association

1817 Gadsden Street
Columbia, SC 29201
(803) 779-5864
www.lungsc.org

American Heart Association

181 E. Evans Street
BTC -009 Suite 200
Florence, SC 29506
(843) 665-0985

SPECIAL NEEDS

Darlington Disabilities and Special Needs Board

201 N. Damascus Church Road
Hartsville, SC 29550
(843) 332-7252

Children’s Rehabilitative Services (CRS) Florence County Public Health Dept.

145 E. Cheves Street
Florence, SC 29506
(843) 661-4829 1-800-763-1223

BabyNet

Darlington Public Health Dept.
305 Russell Street
Darlington, SC 29532
(843) 398-4400 / (843) 661-4857

Pee Dee Speech & Hearing Center

Florence, SC 29506
(843) 662-7802

Family Connections

1-800-578-8750

Pee Dee Healthy Start

1-800-747-2229

Federation of Families

1-866-779-0402
Child and Parent Support - for children with mental health needs

LEGAL AID SERVICES

Legal Services of the 4th Judicial Circuit

(843) 332-1162

S. C. Legal Services

320 S. Coit Street
Florence, SC 29501
Toll free: 1-877-238-3418
www.sccej.org

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS

The Good Samaritan Colony

(843) 634-6848

Darlington County’s Alcohol and Drug Abuse Authority

(843) 332-4156

Givebac Ace Camp

1481 Ted Melton Road
Chesterfield, SC 29709-6313
(843) 623-3077
Toll Free: (866) 709-6988
www.givebacinc.com

Reformers Unanimous – Addictions Program Florence Baptist Temple

2308 S. Irby Street
Florence, SC 29505
(843) 662-0453 (ext. 3109)
(843) 661-4342
reformers@fbt.org

Rubicon Family Counseling Center

510 E. Carolina Avenue
P.O. Box 2076
Hartsville, SC 29551
(843) 332-4156
(843) 317-3610 (24 hours)

TRANSPORTATION SERVICES

Medicaid Transportation

Access 2 Care
1-855-777-1255

Non-Medicaid Transportation

Pee Dee Regional Transportation Authority (RTA)
(843) 665-2227 1-800-768-4928

VIOLENCE, NEGLECT & ABUSE RELATED RESOURCES

Dept. of Social Services

130 E. Camden Avenue
Hartsville, SC 29550
(843) 332-2231

Pee Dee Coalition Against Domestic and Sexual Assault

P.O. Box 1351
Florence, SC 29503
1-800-273-1820 Hotline
(843) 383-0240 Hartsville

(843) 345-2748

Naomi Project

P.O. Box 13143
Florence, SC 29504
(843) 615-1548

OTHER HEALTH RELATED RESOURCES

Eastern Carolina Community Development

474 W. Cheves Street
Florence, SC 29501
(843) 665-4747

Eastern Carolina Community Foundation

234 W. Cheves Street
Florence, SC 29501
(843) 667-1131

Byerly Park (City of Hartsville Recreation Dept.)

700 Russell Road
Hartsville, SC 29550
(843) 339-2878
www.hartsvillesc.com

Darlington County Recreation Department

300 Sanders Street
Darlington, SC 29532
(843) 398-4700
www.darcosc.com/Recreation

Darlington Family YMCA

123 Exchange Street
Darlington, SC 29532
(843) 398-0844
www.upperpdyymca.org

Hartsville Family YMCA

111 E. Carolina Avenue
Hartsville, SC 29550
(843) 383-4547
www.upperpdyymca.org

Kalmia Gardens

1624 W. Carolina Avenue
Harstville, SC 29550
(843) 383-8145

DILLON COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region 4
Business & Tech. Center D 112
181 E. Evans Street BTC-112
Florence, SC 29506
(843) 661-2495 1-800-763-6637

CHILD SUPPORT SERVICES

Dept. of Social Services
2120 W. Jody Road
Florence, SC 29503
(843) 661-4750

PUBLIC CHILD CARE /DAY CARE SERVICES

Hamer-Cannan Head Start
428 Elkins Road
Hamer, SC 29547
(843) 774-7650

Whittaker Head Start
2326 Worship Street
Little Rock, SC 29567
(843) 841-3116

First Steps

P.O. Box 295
Dillon, SC 29536
(843) 774-0061

CRISES / EMERGENCY SERVICES

Red Cross
(843) 662-8121 Florence

American Red Cross
400 E. Jackson Street
Dillon, SC 29536
(843) 774-0125

United Way Dillon County

P.O. Box 828
Dillon, SC 29536-0828
(843) 774-8551
www.liveunited.org

COUNSELING & MENTAL HEALTH SERVICES

Tri-County Mental Health Center
(843) 774-3351

Circle Park Behavioral Health Services

601 Gregg Avenue
Florence, SC 29502
(843) 665-9349
www.circlepark.com

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Florence Crittenton - South Carolina
(843) 722-7526
19 St. Margaret Street
Charleston, SC 29403

EDUCATIONAL RESOURCES

Dillon County District Two Adult Education

214 W. Main Street
Dillon, SC 29536
(843) 774-1218

EMPLOYMENT SERVICES

Employment Security Commission
(843) 774-0581 Dillon
(843) 423-6900 Marion

Vocational Rehabilitation Dept.
(Darlington, Dillon, Florence and Marion counties)
(843) 662-8114

Vocational Rehabilitation

309 N. First Avenue
Dillon, S.C. 29536
(843) 774 -3691

State Employment Services Dillon One Stop

(843) 774-1420
Provides a listing of local job openings

FAMILY PLANNING / BIRTH CONTROL SERVICES

Dillon County Public Health Dept.
201 W. Hampton Street
Dillon, SC 29536
(843) 774-5611

FINANCIAL, FOOD CLOTHING & HOUSING SUPPORT SERVICES

Dept. of Social Services
Highway 34 West
Dillon, SC 29536
(843) 774-8284

DHHS

1213 Hwy. 34 West
P.O. Box 351
Dillon, SC 29536
(843) 774-2713

The Benefit Bank at the SC Office of Rural Health

1-800-726-8774
www.thebenefitbank.com

Dept. of Social Services

2120 W. Jody Rd.
Florence, SC 29503
(843) 661-4750

Pee Dee Community Action Agency

126 McArthur Avenue
Dillon, SC 29536
(843) 774-9038

Women, Infants, & Children (WIC)

Supplemental Food Program Dillon County Public Health Dept.

206 W. Hampton Street
Dillon, SC 29536
(843) 774-5611 (843) 774-5613

Social Security Administration

181 Dozier Blvd.
Florence, SC 29501
(803) 662-4651

Harvest Hope Food Bank

2513 W. Lucas Street
Florence, SC 29503
(843) 661-0826
www.harvesthope.org

Outreach Family Fellowship

136 Pee Dee Church Road
Dillon, SC 29536
(843) 774-0928

Outreach Family Fellowship-Florence

1626 W. Palmetto Street
Florence, SC 29501
(843) 317-9596

Manning Baptist Church

308 E. Calhoun Street
Dillon, SC 29536
(843) 774-8621

Bethel AME

201 S. Fourth Avenue
Dillon, SC 29536
(843) 774-4631

Faith Tabernacle Pentecostal

132 Cain Road
Dillon, SC 29536
(843) 409-3355

Florence Housing Authority

400 E. Pine Street
Florence, SC 29506
(843) 669-4163

Florence Habitat for Humanity

203 S. Kuker Street
Florence, SC 29501
(843) 665-1624

HEALTH CARE SERVICES

Dillon County Public Health Dept.

206 W. Hampton Street
Dillon, SC 29536
(843) 774-5611

CareSouth Carolina

Hartsville Health Center
604 N. Fifth Street
Hartsville, SC 29550
(843) 332-3422

CareSouth Carolina Society Hill Health Center
737 S. Main Street
P.O. Box 239
Society Hill, SC 29593
(843) 378-4501

CareSouth Carolina
Lake View Center
103 Kemper Street
P.O. Box 1076
Lake View, SC 29565
(843) 759-2189
www.caresouth-carolina.com

Health Care Partners of South Carolina
1106 Lombardy Street
Marion, SC 29571
(843) 423-2400
www.hcpsc.com

Bishopville Public Health Center
817 Hospital Square
P.O. Box 508
Bishopville, SC 29010
(843) 484-5317

Cheraw Public Health Center
212 Third Street
P.O. Box 1357
Cheraw, SC 29520
(843) 537-0961

McLeod Medical Center - Dillon
301 E. Jackson Street
Dillon, SC 29536
(843) 774-4111

Mercy Medicine Clinic
514 E. S. Dargan Street
Florence, SC 29506
(843) 667-9947

American Cancer Society
1800 Second Loop Road
P.O. Box 4508
Florence, SC 29502-4508
(843) 669-6349
www.cancer.org

American Diabetes Association
1-800-DIABETES (1-800-342-2383)
www.diabetes.org

American Lung Association
1817 Gadsden Street
Columbia, SC 29201
(803) 779-5864
www.lungsc.org

American Heart Association
181 E. Evans Street
BTC-009, Suite 200
Florence, SC 29506
(843) 665-0985
www.heart.org/HEARTORG/

SPECIAL NEEDS
Children's Rehabilitative Services (CRS) Florence County Public Health Dept.
145 E. Cheves Street
Florence, SC 29506
(843) 661-4835

BabyNet
Florence County Public Health Dept.
145 E. Cheves Street
Florence, SC 29506
(843) 661-4835

Marion-Dillon County Board of Disabilities and Special Needs
1219 Hwy. 34 West
Dillon, SC 29536
(843) 774-6775

Family Connections
1-800-578-8750

Federation of Families
1-866-779-0402

LEGAL AID SERVICES
Carolina Regional Legal Services
(843) 667-1896

S. C. Legal Services
320 S. Coit Street
Florence, SC 29501
Toll free: 1-877-238-3418
www.sccej.org

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS
The Good Samaritan Colony
(843) 634-6848

Marion/Dillon County Commission on Alcohol and Drug Abuse
(843) 774-6591

Victim Assistance Program
1-800-521-6576
Rape/Sexual Assault

Circle Park Behavioral Health Services: Florence County Commission of Alcohol and Drug Abuse
601 Gregg Avenue
Florence, SC 29501
Phone: (843) 665-9349
Hotline: (843) 665-1615

TRANSPORTATION SERVICES
Medicaid Transportation
Access 2 Care
1-855-777-1255

Non-Medicaid Transportation
Pee Dee Regional Transportation Authority (RTA)
(843) 423-6112
1-800-868-0556
TTY: (843) 423-4636

Pee Dee Community Action Partnership
(843) 774-9038

VIOLENCE, NEGLECT, & ABUSE RELATED RESOURCES
Pee Dee Coalition Against Domestic/ Sexual Assault
201 N. Fifth Street
Dillon, SC 29536
(843) 774-0898

OTHER HEALTH RELATED RESOURCES
City of Dillon Parks and Recreation
P.O. Drawer 431
Dillon, SC 29536
(843) 774-0052
dilloncitysports@aol.com

Senior Circle @ Marlboro Park Hospital
1138 Cheraw Hwy.
Bennettsville, SC 29512
(843) 479-2881
www.seniorcircle.com

FAIRFIELD COUNTY

ADOPTION SERVICES

Dept. of Social Services, Reg II
454 South Anderson Road
Rock Hill, SC 29730
(803) 329-9626 1-800-922-1537

CHILD SUPPORT SERVICES

Dept. of Social Services
3150 Harden Street, Suite 103
P.O. Box 1270
Columbia, SC 29202
(803) 898-9282
Fax: (803) 898-9465

PUBLIC CHILD CARE/ DAY CARE SERVICES GLEAMMS

Fairfield Head Start Center
175 Medley Road
Winnsboro, SC 29180
(803) 635-1775 F: (803) 635-1776

Kelly Miller Head Start Center

255 Kelly Miller Rd
Winnsboro, SC, 29180-6218
(803) 712-9694

First Steps

101 N. Congress St., Suite 1;
P.O. Box 215
Winnsboro, SC 29180
(803) 635-1590

COUNSELING & MENTAL HEALTH SERVICES

Fairfield Mental Health Clinic
1073 U. S. Hwy 321 South
Winnsboro, SC 29180
(803) 737-3039 (803) 635-4689
Fax: (803) 635-8056

Fairfield Behavioral Health Services

200 Calhoun Street
P.O. Box 388
Winnsboro, SC 29180
(803) 635-2335

CRISIS / EMERGENCY SERVICES

Fairfield Memorial Hospital
Hwy 321 By-Pass
Winnsboro, SC 29180
(803) 635-5548

Helpline

United Way 2-1-1
Crisis, Intervention, Information,
Referral

Hannah House

1726 Sumter Street
Columbia, SC 29201
(803) 771-4357 (may call collect)
Fax: (803) 771-2975

United Way of the Midlands

1800 Main Street
P.O. Box 152
Columbia, SC 29202
(803) 733-5400 (803) 799-7803

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Birthright of Columbia
1405 Gregg Street
Columbia, SC 29205
(803) 765-0165
Christian organization

Daybreak Crisis Pregnancy Center

2009 C Hampton Street
Columbia, SC 29202
(803) 771-6634
All services free and confidential

Planned Parenthood

(803) 256-4908 (803) 256-4905

EDUCATIONAL RESOURCES

Fairfield County Literacy Council
109 A West College Street
P.O. Box 152
Winnsboro, SC 29180
(803) 635-2185

Center for Professional & Economic Development, Midland Technical College, Continuing Education Division

P.O. Box 2408
Columbia, SC 29202
(803) 691-3952

Clemson University Cooperative Extension Services

96 US Hwy 321 South
Winnsboro, SC 29180
(803) 635-4722 (803) 635-4918

EMPLOYMENT SERVICES

Fairfield County Workforce Investment Act (WIA)
(803) 635-2812
Prepares people for employment

Carolina Community Actions

400 S. Congress Street
Winnsboro, SC 29180
(803) 635-3606
Fax: (803) 712-1266
Vocational counseling, financial assistance with job training

Employment Security Commission

1009 Kincaid Bridge Road
Winnsboro, SC 29180
(803) 635-2292

Vocational Rehabilitation Dept.

15 Battleship Rd. Extn.
Camden, SC 29020
(803) 432-1068 (803) 425-6470

FAMILY PLANNING / BIRTH CONTROL SERVICES

Fairfield County Public Health Dept.
1136 Kincaid Bridge Road
Winnsboro, SC 29180
(803) 635-6481 F: (803) 635-1410

Palmetto Family Primary Health Center

1136 Kincaid Bridge Rd., Ste. A
Winnsboro, SC 29180
(803) 635-1052 F: (803) 635-2297

FINANCIAL, FOOD, CLOTHING, & HOUSING SUPPORT SERVICES

Carolina Community Action Agency (CAA)
400 South Congaree Street
Winnsboro, SC 29180
(803) 635-3606 F: (803) 712-1266

Good Samaritan House

205 S. Congress Street
Winnsboro, SC 29180
(803) 635-6986

Fairfield Community Food Bank

403 Fairfield St
Winnsboro, SC 29180
(803) 635-9234
Hours: T & Th 9 a.m. - noon

Salvation Army

2025 Main Street
P. O. Box 2786
Columbia, SC 29202
(803) 765-0260

American Red Cross

Fairfield Services Center
219 A North Congaree Street
P.O. Box 677
Winnsboro, SC 29180
1-800-922-5779
(Emergency only) (803) 635-5779

Women, Infants, & Children (WIC) Supplemental Food Program

Fairfield County Public Health Dept.
1136 Kincaid Bridge Road
Winnsboro, SC 29180
(803) 635-6481

Dept. of Social Services

Hwy 321 By-Pass
Winnsboro, SC 29180
(803) 635-5502

Dept. of Social Services Food Bank
(803) 635-5502

DHHS

Post Office Box 1139;
1136 Kincaid Bridge Rd
Winnsboro, SC 29180
(803) 635-5502

The Benefit Bank at the SC Office of Rural Health

1-800-726-8774
www.thebenefitbank.com

Hannah House

1726 Sumter Street
Columbia, SC 29201
(803) 771-4357 (may call collect)

Fairfield County Housing Authority

(Columbia)
(803) 898-1847

HEALTH CARE SERVICES

Fairfield Memorial Hospital
102 US Hwy 321 By-Pass North
Winnsboro, SC 29180
(803) 635-5548

Martin Primary Health Care Center

56 US Hwy 321 Bypass North
Winnsboro, SC 29180
(803) 635-6099
Fax: (803) 635-6343

Fairfield County Public Health Dept.

1136 Kincaid Bridge Rd.
Winnsboro, SC 29180
(803) 635-6481

Palmetto Family

Primary Health Center
1136 Kincaid Bridge Rd., Ste. A
P.O. Box 326

Winnsboro, SC 29180
(803) 635-1052

SPECIAL NEEDS

Children's Rehabilitative Services (CRS)

2000 Hampton Street
Columbia, SC 29204
(803) 576-2800

BabyNet

Richland County Public Health Dept.
2000 Hampton Street, Rm. 2011
Columbia, SC 29204
(803) 576-2990

Family Connections

1-800-578-8750

DDSN

(803) 635-2154

LEGAL AID SERVICES

The SC Centers for Equal Justice

2109 Bull Street
Columbia, SC 29202
(803) 799-9668 1-888-799-9668

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS

Fairfield Behavioral Health Services

P. O. Box 388, 200 Calhoun Street
Winnsboro, SC 29180
(803) 635-2335

Alcoholics Anonymous

(803) 254-5301
Winnsboro
(803) 635-9292

Fairfield County Behavioral Health Center

200 Calhoun Street
Winnsboro, SC 29180

(803) 635-2335
Fax: (803) 635-9695

TRANSPORTATION SERVICES

Medicaid Transportation

Access 2 Care
1-855-777-1255

Non-Medicaid Transportation

(803) 635-6177 or 635-6178

VIOLENCE & NEGLECT RELATED RESOURCES

Dept. of Social Services

114 E. Washington Street
Winnsboro, SC 29180
(803) 635-5502

Sistercare, Inc.

P.O. Box 1029
Columbia, SC 29202
1-800-637-7606 (803) 765-9428
Fairfield County: (803) 635-2821

Palmetto Citizens Against Sexual Assault

106 North York Street
Lancaster, SC 29720
(803) 286-5232 (803) 286-0520 f
Fairfield Satellite Winnsboro # is
(803) 635-8021

Dept. of Social Services

Hwy 321 By-Pass
Winnsboro, SC 29180
(803) 635-5502

Prevent Child Abuse Children's Trust of SC

(803) 733-5430

Fairfield County

Administrative Office
(803) 635-1415

FLORENCE COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region 4
Business and Tech. Center-112
181 E. Evans Street
Florence, SC 29506
(843) 661-2495 1-800-763-6637
Emergencies call: 1-888-722-2580

CHILD SUPPORT SERVICES

Dept. of Social Services
2120 W. Jody Road, Suite D
Florence, SC 29503
(843) 661-4750

Child Support Enforcement

Regional Office
2120 W. Jody Road, Suite D
Florence, SC 29501
(843) 661-4750
Fax: (843) 661-4758

PUBLIC CHILD CARE/ DAY CARE SERVICES

Thelma Brown Head Start
304 N. Alexander Street
Florence, SC 29504
(843) 678-3417 Ext. 119

R.N. Beck Head Start

1001 W. Sumter Street
Florence, SC 29501
(843) 679-3428 (843) 678-3427

Lake City Head Start

209 Graham Road
P.O. Box 213
Lake City, SC 29560
(843) 394-5466/5576

Olanda Head Start

Hwy 341
Olanda, SC 29114
(843) 396-9713

Pamplico Head Start

103 S. Hickory Street
P.O. Box 518
Pamplico, SC 29583
(843) 493-0359 (843) 493-3062

FDTC Head Start Child Development Center

2715 W. Lucas Street
P.O. Box 100548
Florence, SC 29501-1242
(843) 678-3414

Progressive Learning Academy

1705 S. Irby Street
Florence, SC 29505
(843) 665-5101
Fax (843) 665-5202
www.progressivelearningacademy.com

First Steps

658 S. Coit Street
Florence, SC 29501
Phone: (843) 629-0202

COUNSELING & MENTAL HEALTH SERVICES

Lake City Mental Health Center

675 N. Matthews Road
Lake City, SC 29560
(843) 394-7600
Fax: (843) 661-4892

Connie Maxwell Children's Home

Pee Dee Campus
(843) 665-9417
Fax: (843) 673-0174

Pee Dee Mental Health Center

125 E. Cheves Street
Florence, SC 29506
(843) 317-4081 (Children)

Pee Dee Mental Health Center

125 E. Cheves Street
Florence, SC 29501
(843) 317-4089

Counseling Center

125 Warley Street
Florence, SC 29501
(843) 678-0054

Divorce Care Florence Baptist Temple

P.O. Box 12809
Florence, SC 29504
(843) 662-0453 (ext. 3021)
www.fbt.org/divorcecare

Eastern Carolina Community Foundation

234 W. Cheves Street
Florence, SC 29501
(843) 667-1131

Mental Health Association

514 Dargan Street
Florence, SC 29506
(843) 661-5407

Circle Park Behavioral Health Services

601 Gregg Avenue
Florence, SC 29502
(843) 665-9349

CRISIS / EMERGENCY SERVICES

American Red Cross

(843) 673-1900 Florence
(843) 662-8121 Darlington
(843) 623-7395 Chesterfield

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Bethany Christian Services

1113 44th Ave. North, Suite 304
Myrtle Beach, SC 29577
(843) 839-5433
www.bethany.org/southcarolina

Florence Crittenton - North Carolina
(704) 372-4663

Florence Crittenton - South Carolina

19 St. Margaret Street
Charleston, SC 29403
(843) 722-7526

EDUCATIONAL RESOURCES

Adult Education

Florence School District 3
(843) 374-5517

Florence-Darlington Tech. College

(843) 661-8310

McLeod Resource Center

927 Day Street
Florence, SC 29506
(843) 777-5493

EMPLOYMENT SERVICES

Dept. of Social Services

2685 S. Irby Street
Florence, SC 29505
(843) 669-3354

Dept. of Social Services

345 S. Ron McNair Blvd.
Lake City, SC 29560
(843) 394-8575

State Employment Service

(843) 669-4271 Florence
(843) 744-0581 Darlington
Provides listing of local job openings

Vocational Rehabilitation Dept.

(843) 662-8114
Employment resources for the disabled only.

Florence One Stop Workforce Center

1558 W. Evans Street
Florence, SC 29501
(843) 669-4271
www.peedeewib.org

Goodwill Industries of Florence

(888) 560-0072
Listings for Florence jobs found at
www.palmettogoodwill.org/employment

Lake City One Stop Workforce Center

209 Graham Road
Lake City, SC 29560
(843) 374-0970, ext. 1054
www.peedeewib.org

Job Corps

1558 W. Evans Street
 Florence, SC 29501
 (843) 669-4271

FAMILY PLANNING / BIRTH CONTROL SERVICES**Florence County Public Health Dept.**

145 E. Cheves Street
 Florence, SC 29506
 (843) 661-4835

Carver Public Health Center

1001 W. Sumter Street
 Florence, SC 29501
 (843) 676-1408

Lake City Public Health Dept.

137 N. Acline Street
 Lake City, SC 29560
 (843) 667-1568 (843) 394-8822

Black River Healthcare, Inc.

Olanda Medical Center
 139 Main Street
 P.O. Box 488
 Olanda, SC 29114
 (843) 396-4619 or (843) 396-7641
 Fax: (843) 396-4503

Johnsonville Health Department

123 E. Broadway
 P.O.Box 768
 Johnsonville, SC 29555
 (843) 386-3573
 Physician on call: (843) 248-9415

FINANCIAL, FOOD, CLOTHING AND HOUSING**Dept. of Social Services**

2685 S. Irby Street
 Florence, SC 29505
 (843) 669-3354
 Fax: (843) 665-2480
 Medicaid (843) 673-1761

Dept. of Social Services

345 S. Ron McNair Blvd.
 Lake City, SC 29560
 (843) 394-8575

DHHS

2685 S. Irby Street, Box 1
 Florence, SC 29505
 (843) 673-1767

DHHS - Lake City

345 S. Ron McNair Blvd.
 Lake City, SC 29560
 (843) 394-8575 extns. 147, 148, 149

The Benefit Bank at the SC Office of Rural Health

1-800-726-8774
www.thebenefitbank.com

Harvest Hope Food Bank

2513 W. Lucas Street
 Florence, SC 29505
 (843) 661-0826
www.harvesthope.org

Heart to Hand Food Distribution Center

608 S. Ron McNair Blvd.
 Lake City, SC 29560
 (843) 374-3400

Pee Dee Community Action Agency

(843) 678-3400 Florence
 (843) 394-7440 Lake City

Salvation Army

2210 Hoffmeyer Road
 Florence, SC 29501
 (843) 662-4461 (843) 332-9275

Social Security Administration

401 W. Evans Street
 Florence, SC 29501
 (803) 662-4651

United Way of Florence County

1621 W. Palmetto Street
 Florence, SC 29501
 (843) 662-2407

Women, Infants, & Children (WIC)

Supplemental Food Program
 Florence County Public Health Dept.
 145 E. Cheves Street
 Florence, SC 29502
 (843) 661-4835
 Fax: (843) 661-4844

Lake City Public Health Dept.

137 N. Acline Street
 Lake City, SC 29560
 (843) 667-1568
 Fax: (843) 364-8856

House of Hope for Women and Their Children

1020 W. Darlington Street
 Florence, SC 29501
 Telephone: (843) 667-9000
 Fax: (843) 667-5013
 Hrs: 24 hours daily

House of Hope for Men

1327 Olanda Hwy.
 Effingham, SC 29541
 Telephone: (843) 661-5377
 Fax: (843) 661-0148

Manna House

450 Jarrott Street
 Florence, SC 29504
 (843) 667-6077
 Fax: (843) 317-9248

LightHouse Ministries

201 E. Elm Street
 Florence, SC 29506
 (843) 629-0830
 Fax: (843) 629-9254

Clemson Extension

2685 S. Irby Street
 Florence, SC 29505
 (843) 661-4800

Pee Dee CAP Transitional Housing

411 Jarrett Street
 Florence, SC 29504
 (864) 678-3410
 Transitional and Emergency housing for homeless persons age 21 and older.

Housing Authority

(843) 669-4163 Florence County
 (843) 394-3541 Lake City
 (843) 386-3944 Johnsonville

Florence Habitat for Humanity

203 S. Kuker Street
 Florence, SC 29501
 (843) 665-1624

Eastern Carolina Community Development Corporation

474 W. Cheves Street
 Florence, SC 29501
 (843) 665-4747
www.easterncarolinacdc.org

Santee-Lynches Affordable Housing And Community Development Corporation, Inc

255 Broad Street
 Sumter, SC 29150
 (803) 436-0020
 Toll Free: 1-877-736-0003

HEALTH CARE SERVICES**Florence County Public Health Dept.**

145 E. Cheves Street
 Florence, SC 29506
 (843) 661-4835

Lake City Public Health Dept.

137 N. Acline Street
 Lake City, SC 29560
 (843) 667-1568
 Fax: (843) 364-8856

Carolinas Hospital System

805 Pamplico Hwy.
 Florence, SC 29505
 (843) 674-5000
www.carolinashospital.com

Black River Healthcare – Timmons ville Office

210 E. Market Street
 P.O. Box 27
 Timmons ville, SC 29161
 (843) 346-3730

www.blackriverhealthcare.org

Carver Community Health Center
1001 W. Sumter Street
Florence, SC 29501
(843) 676 -1400

HopeHealth, Inc.
600 E. Palmetto Street
P.O. Box 653
Florence, SC 29506
(843) 667-9414
Toll free: 1-888-841-5855
www.hope-health.org

HopeHealth at Francis Marion University
121 S. Evander Drive
Florence, SC 29501
(843) 661-1848
www.hope-health.org

Black River Healthcare, Inc.
Olanta Medical Center
139 Main Street
P.O. Box 488
Olanta, SC 29114
(843) 396-4619
Fax: (843) 396-4503

Health Care Partners Community Health Center
123 E. Broadway
P.O. Box 768
Johnsonville, SC 29555
(843) 386-3573
Fax: (843) 386-2117

McLeod Regional Medical Center
555 E. Cheves Street
Florence, SC 29501
(843) 777-2000

Black River Health Care
205 E. Main Street
Olanta, SC 29501
(843) 396-4312

Health Care Partners of South Carolina
Community Medical Center
123 E. Broadway
P.O. Box 768
Johnsonville, SC 29555
(843) 386-3573 F(843) 386-2117
Physician on call: (843) 248-4700

Mercy Medical Free Clinic
514 S. Dargan Street, Ste. E
Florence, SC 29506
(843) 667-9947

American Cancer Society
1800 Second Loop Road
P.O. Box 4508
Florence, SC 29502-4508
(843) 669-6349

www.cancer.org

American Diabetes Association
1-800-DIABETES (1-800-342-2383)
www.diabetes.org

American Lung Association
1817 Gadsden Street
Columbia, SC 29201
(803) 779-5864
www.lungsc.org

American Heart Association
181 E. Evans Street
BTC -009 Suite 200
Florence, SC 29506
(843) 665-0985
www.heart.org/HEARTORG/

SPECIAL NEEDS

Pee Dee Speech and Hearing Center
(843) 662-7802
Fax: (843) 662-5601

Commission for the Blind
(843) 661-4788

BabyNet
Florence County Public Health Dept.
145 E. Cheves Street
Florence, SC 29506
(843) 661-4835

Children's Rehabilitative Services (CRS) Florence County Public Health Dept.
145 E. Cheves Street
Florence, SC 29506
(843) 661-4835 1-800-763-1223
Fax: (843) 661-4845

Florence County Disabilities and Special Needs Board
1211 E. National Cemetery Road
Florence, SC 29504
(843) 667-5007/1-800-340-4028
www.fcdsn.org

Pee Dee Healthy Start
314 W. Pine Street
Florence, SC 29551
(843) 662-1482
1-800-747-2229

Family Connections
1-800-578-8750

Easter Seals of SC, Pee Dee Office
P.O. Box 3209
Florence, SC 29502
www.easterseals.com

Federation of Families
1-866-779-0402
Child and Parent Support - for children with mental health needs

LEGAL AID SERVICES

Carolina Regional Legal Services
(843) 667-1896 or (843) 413-9500

SC Center for Equal Justice
1-888-346-5592

S. C. Legal Services
320 S. Coit Street
Florence, SC 29501
Toll free: 1-877-238-3418
www.scej.org

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS

The Good Samaritan Colony
(843) 634-6848

Bruce Hall Center for Treatment of Alcohol and Drug Dependency
1-800-221-8108

Florence County's Alcohol and Drug Abuse Authority
Circle Park Behavioral Health
601 Gregg Avenue
Florence, SC 29501
(843) 665-9349
Fax: (843) 669-6122

Women's Treatment Program
Chrysalis Center (843) 673-0660

Men's recovery Residence
(843) 665-9349

Palmetto Center
1709 Stokes Road
Florence, SC 29501
(843) 662-9378

McLeod Regional Medical Center
555 E. Cheves Street
Florence, SC 29501
(843) 667-2000

Pee Dee Crisis Home
(843) 665-9417
Group home for Girls 12-18 years old

Alcoholics Anonymous
(843) 669-6345
Outpatient Meetings and ALNON

Reformers Unanimous - Addictions Program Florence Baptist Temple
2308 S. Irby Street
Florence, SC 29505
(843) 662-0453 (ext. 3109)
(843) 661-4342
www.fbt.org

Rubicon Family Counseling Center
510 E. Carolina Avenue
P.O. Box 2076

Hartsville, SC 29551
(843) 332-4156
(843) 317-3610 (24 hours)
cshipman@rubiconsc.org

TRANSPORTATION SERVICES

Medicaid Transportation

Access 2 Care
1-855-777-1255

Non-Medicaid Transportation

Pee Dee Regional Transportation
Authority (RTA)
(843) 665-2227 1-800-768-4928
1-888-629-7433

VIOLENCE, NEGLECT & ABUSE

RELATED RESOURCES

Dept. of Social Services

2685 S. Irby Street
Florence, SC 29505
(843) 669-3354

Dept. of Social Services DSS

346 S. Ron McNair Blvd.
Lake City, SC 29560
(843) 394-8575
Medicaid: ext. 147, 148, 149

YMCA Safe House

(843) 665-1234

**Pee Dee Coalition Against Domestic
and Sexual Assault**

1-800-273-1820 Hotline

(843) 669-4600 Florence
(843) 394-8566 Lake City

Naomi Project

P.O. Box 13143
Florence, SC 29504
(843) 615-1548

OTHER HEALTH RESOURCES

**Senior Citizens Association of
Florence County**

600 Senior Way
Florence, SC 29505
(843) 669-6761
www.seniorcitizensassociation.com

United Way of Florence County

1621 W. Palmetto Street
Florence, SC 29501
(843) 667-0043
www.uwflotent.org

**City of Florence Parks and Recreation
Department**

710 S. Irby Street
Florence, SC 29501
(843) 667-0920
www.cityofflorence.com

Fitness Forum

120 E. Elm Street
Florence, SC 29506
(843) 661-3800
www.fitnessforum.com

Florence Family YMCA

1700 Rutherford Drive
Florence, SC 29505
(843) 665-1234
www.florenceymca.org

Florence County Parks and Recreation

112 W. Laurel Street
P.O. Box 12489
Florence, SC 29504
(843) 667-0920
www.florenceco.org/offices/parksrecreation

Lynches River County Park

1110 Ben Gause Road
Coward, SC 29530
(843) 389-2785
Toll free: 1-877-319-7799
www.lynchesriverpark.com

McLeod Health and Fitness Center

2437 Wildwood Drive
Florence, SC 29501
(843) 777-3000
www.mcleodhealth.org

**Senior Circle @ Carolinas Hospital
System**

805 Pamplico Hwy.
Florence, SC 29505
(843) 674-2975
www.seniorcircle.com

GREENVILLE COUNTY

ADOPTION SERVICES

Bethany Christian Services

114 Williams Street, Suite A
Greenville, SC 29601
(864) 235-2273 1-800-868-6595

Catholic Charities

204 Outhit Street
Greenville, SC 29601
(864) 242-2233

Dept. of Social Services, Region I

714 N. Pleasantburg Drive, Ste. 300
Greenville, SC 29607
(864) 282-4370 1-800-868-6595

CHILD SUPPORT SERVICES

Dept. of Social Services

714 N. Pleasantburg Drive, Ste. 200
Greenville, SC 29607
(864) 282-4795

PUBLIC CHILD CARE/ DAY CARE SERVICES (SHARE)

Greenville-Pickens Head Start

652 Rutherford Road
Greenville, SC 29609
(864) 233-4128 Pre School

Phyllis Wheatley Association

Child Care Services
40 John McCarroll Way
Greenville, SC 29607
(864) 235-3411

First Steps

24 Vardry Street, Suite 303
Greenville, SC 29601
(864) 467-3239

COUNSELING & MENTAL HEALTH SERVICES

Carolina Center for Behavioral Health

2700 E. Phillips Road
Greer, SC 29650
(864) 879-3402

Catholic Charities

204 Outhit Street
Greenville, SC 29602
(864) 242-2233

Compass of Carolina

1100 Rutherford Rd
Stone Plaza
Greenville, SC 29609
(864) 467-3434, 1-800-203-9692

Golden Strip Human Resource Center & Golden Strip Literacy

1102 Howard Drive
Greenville, SC 29681
(864) 967-2022
Crisis Line: (864) 271-8888 or

1-800-273-8255

CRISIS Line

(864) 271-8888 / 1-800-273-8255

Greenville Mental Health Center

124 Mallard Street
Greenville SC 29601
(864) 241-1040

Mental Health Association

Teen Crisis Line
(864) 467-8336 / 1-800-273-8255

National Alliance for the Mentally Ill

2320 E. North Street
Greenville, SC 29607
(864) 331-3300
www.namigreenvillesc.org/

Piedmont Center for Mental Health Services

20 Powder Horn Rd.
Simpsonville, SC 29681
(864) 963-3421

Springbrook Behavioral Health

1 Havenwood Lane
Travelers Rest, SC 29690
(864) 834-8013

CRISIS / EMERGENCY SERVICES

Catholic Charities

204 Outhit Street
Greenville, SC 29602
(864) 242-2233
Hours: M-F 8:30-5

Crisis Line

(864) 271-8888 / 1-800-273-8255

Mental Health Association Teen Crisis Line

(864) 467-8336

United Way of Greenville County

301 University Ridge, Suite 5300
Greenville, SC 29601
(864) 467-3333

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Hope Women's Center

879 Gentry Memorial Highway
Easley, SC 29640
(864) 855-8500

Foothills Pregnancy Care Center

321 East Main Street
PO Box 2103
Seneca, SC 29679
(864) 882-8796
www.fpcc@earthlink.net

A Place For Us Ministries

601 Montague Ave
Greenwood, SC 29649
(864) 229-4243
www.aplaceforus.com
aplace@gogenis.com

UnWed Mothers

(864) 617-8069

Carolina Pregnancy Center

103 Metro Drive
Spartanburg S.C.
(864) 582-4673

Piedmont Women's Center

100 Collins Dr.
Greer, SC 29651
(864) 848-1407
1-800-395-HELP (4357)

Piedmont Women's Center

1146 Grove Rd
Greenville, SC 29605
(864) 233-3823
1-800-395-HELP (4357)

Piedmont Women's Center

710 Laurens Rd
Greenville, SC 29607
(864) 271-0111
1-800-395-HELP (4357)

Piedmont Women's Center

3 Main St.
Slater, SC 29661
1-800-395-HELP (4357)

EDUCATIONAL RESOURCES

Catholic Charities

204 Outhit Street
Greenville, SC 29602
(864) 242-2233

Parenting and Family Literacy

Dunbar CDC
200 Morgan Street
Greer, SC 29651
(864) 355-7354

Phoenix Center

1400 Cleveland Street
Greenville, SC 29607
(864) 467-3939

Greenville Literacy Association

225 S. Pleasantburg Drive, Ste. C10
Greenville, SC 29607
(864) 467-3456

Urban League of the Upstate

15 Regency Hill Drive
Greenville, SC 29607
(864) 244-3862

Teen Parent Program
205 Anderson Street
Greenville, SC 29601
(864) 241-3303

Lifelong Learning Adult Program Services
206 Wilkins Street
Greenville, SC 28605
(864) 355-6088 GED/Skills

EMPLOYMENT SERVICES
Greenville Urban League
15 Regency Hill Drive
Greenville, SC 29609
(864) 244-3862

Dept. of Social Services
County Square
301 University Ridge, Suite 6700
Greenville, SC 29603
(864) 467-7700 - Main

Sunbelt Human Advancement Resources SHARE
1200 Pendleton Street
Greenville, SC 29611
(864) 269-0700

Chamber of Commerce of Greenville
24 Cleveland Street
Greenville, SC 29601
(864) 242-1050

Chamber of Commerce of Greer
111 Trade Street
Greer, SC 29651
(864) 877-3131

SC Employment Securities Comm.
706 Pendleton Street
Greenville, SC 29602
(864) 242-3531 (864) 232-3556

Vocational Rehabilitation Dept.
(864) 297-3066

FAMILY PLANNING / BIRTH CONTROL SERVICES
Greenville County Public Health Dept.
200 University Ridge
Greenville, SC 29601
(864) 282-4100 (864) 282-4168

Greer Public Health Center
202 Victoria Street
Greer, SC 29651
(864) 848-5360

New Horizon Family Health Center
130 Mallard Street
Greenville, SC 29601
(864) 233-1534

Greenville Memorial Hospital Systems

701 Grove Road
Greenville, SC 29605
(864) 455-7000

Slater-Marietta Health & Human Services Foothills Family Resources
3 Main Street
Slater, SC 29683
(864) 836-6364 (864) 836-1100

FINANCIAL, FOOD, CLOTHING & HOUSING
Dept of Social Services
County Square
301 University Ridge, Suite #6700
Greenville, SC 29601
(864) 467-7700

DHHS
Post Office Box 9399;
301 University Ridge, Suite 6700
Greenville, SC 29604-9399
(864) 467-7926

The Benefit Bank at the SC Office of Rural Health
1-800-726-8774
www.thebenefitbank.com

Social Security Administration
110 Frederick Street Suite A
Greenville, SC 29607
(864) 233-1116 1-800-772-1213

Miracle Hill Relief Ministries
(864) 242-2911
Hours: M-F 12:30 p.m. - 3 p.m.
Emergency food pantry
1st 25 people

Sunbelt Human Advancement Resources
(864) 269-0700

Greer Community Ministries
(864) 877-1937
Hours: M-Th 8:30 a.m.. - 3:00 p.m.
Food pantry, clothing, financial

Salvation Army
417 Rutherford Street
Greenville, SC 29609
(864) 235-4803

Goodwill Industries
115 Haywood Road
Greenville, SC 29607
(864) 351-0100

Southern Side Community Center
846 W. Washington St.
Greenville, SC 29601
(864) 232-5651

Greer Relief and Resources
202 Victoria Street

Greer, SC 29650
(864) 848-5355

HELPLINE - United Way
301 University Ridge, Suite 5300
Greenville, SC 29607
(864) 467-3300

Salvation Army
417 Rutherford Street
Greenville, SC 29609
(864) 235-4803

Catholic Charities
204 Outhit Street
Greenville, SC 29602
(864) 242-2233

Sunbelt Human Advancement Resources, SHARE
1200 Pendleton Street
P.O. Box 10204
Greenville, SC 29611
(864) 269-0700

Women, Infants, & Children (WIC) Supplemental Food Program
Greenville County Public Health Dept.
200 University Ridge
Greenville, SC 29602
(864) 282-4100 (864) 282-4326

J. Brian Smith Human Resource Center
202 Victoria Street (WIC)
Greer, SC 29687
(864) 848-5360

Greenville Community Health Center
130 Mallard Street
P.O. Box 278
Greenville, SC 29602
(864) 233-1534

Slater-Marietta Human Services Foothills Family Resources
3 Main Street
Slater, SC 29683
(864) 836-6364 (864) 836-1100

Community Food Bank of the Piedmont
(864) 675-0350

Loaves & Fishes
(864) 232-3595

Meals on Wheels
(864) 233-6565

Operation Andrew
(864) 242-2911
Emergency food pantry

Project Host, Inc. Soup Kitchen
(864) 235-3403

Northern Greenville County Crisis Ministry
(864) 834-7342

Sans Souci
(864) 233-4558

Mobile Meals
(864) 879-2254

Miracle Hill Ministries
Shepherd's Gate
(864) 268-4357, (864) 268-5589
(864) 878-9987

Housing Authority, City of Greenville
(864) 467-4250

Salvation Army
(864) 235-4803

Women's Shelter Hotline
(864) 467-3636

Miracle Renewal Center
(864) 242-2166

Redevelopment Authority
(864) 242-9801

Habitat For Humanity
(864) 370-4787

Safe Homes Network
(864) 583-9803 1-800-273-5066

Boys Home of the South
(864) 243-3443

Southeastern Children's Home
(864) 439-0259
Group home for persons ages 12-21

HEALTH CARE SERVICES

American Cancer Society Upstate District
(864) 627-1903

**Greenville Community Health Center
New Horizon Family Health Services**
130 Mallard Street
Greenville, SC 29602-0287
(864) 233-1534

Greenville County Public Health Dept.
200 University Ridge
Greenville, SC 29602
(864) 282-4100

Greenville Memorial Hospital
701 Grove Road
Greenville, SC 29605
(864) 455-7000

J. Brian Smith Human Resource Center
2002 Victoria Street

Greer, SC 29687
(864) 848-5351

Slater-Marietta Human Services
3 Main Street
Slater, SC 29683
(864) 836-6364 (864) 836-6365

St. Francis Hospital
1 St. Francis Drive
Greenville, SC 29601
(864) 255-1000

St. Francis Women's Hospital
125 Commonwealth Drive
Greenville, SC 29615
(864) 675-4000

North Greenville Hospital
807 N. Main Street
Travelers Rest, SC 29690
(864) 834-5132

Hillcrest Hospital
729 SE Main St
Simpsonville, SC 29681
(864) 967-6171

Allen Bennett Memorial Hospital
313 Memorial Drive
Greer, SC 29652
(864) 848-8200

Marshall I. Pickens Hospital
701 Grove Road
Greenville, SC 29605
(864) 455-8988 1-888-852-8520

Medically Indigent Assistance Program
(864) 467-7160

Medical Center Clinic
(864) 455-7850
Greenville Free Medical Clinic
(864) 232-1470

Center for Family Medicine
(864) 455-7800

Hospice of the Greenville Hospital System
(864) 454-0900 or (864) 688-1700

Taylor's Free Medical Clinic
400 West Main Street
Taylors, SC 29687
(864) 244-1134

SPECIAL NEEDS

Children's Rehabilitative Services (CRS) Greenville County Public Health Dept.
200 University Ridge
Greenville, SC 29601
(864) 282-4300

BabyNet
29 North Academy Street
Greenville, SC 29601
(864) 331-1451 (864) 331-1450

Shriners Hospital for Crippled Children
950 W. Faris Road
Greenville, SC 29605
(864) 271-3444 (864) 255-7942

Disabilities and Special Needs
(864) 288-1907

Family Connections
(864) 331-1340

Children's Medicaid Dental of Greenville
225 S. Pleasantburg Dr., Ste E10
Greenville, SC 29607
(864) 233-7737

LEGAL AID SERVICES
SC Centers For Equal Justice
(864) 679-3232 1-800-763-4825

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS
Carolina Hospital for Behavioral Health
2700 E. Phillips Road
Greer, SC 29650
(864) 879-3402, (864) 235-2335

Alateen
(864) 235-4638

Greenville County Commission on Alcohol & Drug Abuse
Focused Maternal Outreach
(864) 467-3737

Phoenix Center
(864) 467-3790

Greenville Metro Treatment Center
602 Airport Road
Greenville, SC 29607-2617
(864) 234-7952
Emergency Pager: (864) 595-3140

Don Foster and Associates
(864) 235-5666

Holmesview Center
(864) 295-5440
In-patient drug/alcohol treatment center

TRANSPORTATION SERVICES
Medicaid Transportation
Logisticare
1-866-910-7688

Senior Solutions
Greenville Transit Authority
(864) 467-3120

**VIOLENCE & NEGLECT RELATED
RESOURCES**

Dept. of Social Services

County Square
301 University Ridge, Suite 6700
Greenville, SC 29601
(864) 467-7700 (864) 467-7725

Safe Homes Network

(864) 583-9803 1-800-273-5066

Safe Harbor

P.O. Box 174
Greenville, SC 29602
(864) 467-1177 main business line
1-800-291-2139 (864) 467-3636

**Rape Crisis Council of Greenville
Greenville Sexual Trauma Center
FACES**

2905 Whitehorse Road
Greenville, SC 29611
(864) 467-3633

Children's Advocacy Center

(864) 467-3633

**Dept. of Social Services, County
Square**

301 University Ridge, Suite 6700
Greenville, SC 29601
(864) 467-7700 (864) 467-7725
(864) 467-7773 (864) 467-7750

Prevent Child Abuse - Greenville

(864) 467-7680

KERSHAW COUNTY

ADOPTION SERVICES

Dept. of Social Services, Reg 2
2638 Two Notch Road, Bldg. 200
Suite 220
Columbia, SC 29204
(803) 898-8980, 1-888-711-7095

CHILD SUPPORT SERVICES

Dept. of Social Services
3150 Harden Street, Suite 103
Columbia, SC 29202 (803) 898-9282

PUBLIC CHILD CARE/ DAY CARE SERVICES

Antioch Head Start
1591 Bishopville Hwy.
P.O. Box 95
Camden, SC 29020 (803) 432-2823

First Steps

P. O. Box 669
Camden, SC 29021
Phone: (803) 432-7756

COUNSELING & MENTAL HEALTH SERVICES

Kershaw County Autism Support Group
(803) 438-8877

Kershaw County Mental Health Center
2611 Liberty Hill Road
Camden, SC 29020 (803) 423-5323

The Alpha Center

70 Mill Street
Camden, SC 29020 (803) 432-6902
www.thealphacentersc.org

United Way Helpline
(803) 432-0951 / (803) 425-8533

Wateree Community Actions, Inc.
(803) 432-3411

CRISIS/ EMERGENCY SERVICES

Mt. Pisgah-Buffalo Squad
(803) 475-6321

Kershaw County Medical Center

Haile & Roberts Street
Camden, SC 29020 (803) 432-4311

United Way of Kershaw County

110 E. DeKalb Street
P.O. Box 737
Camden, SC 29020 (803) 432-0951

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Crisis Pregnancy Center
254 Broad St
Sumter SC 29150-4144

(803) 773-8858

Daybreak Crisis Pregnancy Center
2009-C Hampton Street
Columbia, SC 29204 (803) 771-6634

Florence Crittenton - North Carolina
(704) 372-4663

EDUCATIONAL RESOURCES

Kershaw County Literacy Association
(803) 432-1114

Kershaw County Applied Technical College
(803) 425-8982

Teen Health Promotion Coalition
(803) 425-1892

Kershaw County Activities Center
(803) 432-4841

Kershaw County Adult Education
874 Vocational Lane
Camden, SC 29020 (803) 425-8980

EMPLOYMENT SERVICES

Department of Employment & Workforce
205 E. DeKalb Street
Camden, SC 29020 (803) 432-5153

Vocational Rehabilitation Dept.
15 Battleship Road Ext.
Camden, SC 29020 (803) 432-1068

Goodwill Industries
Job Connection Location
16771 Springdale Drive
Camden, SC 29020 (803) 432-1150
www.goodwillsc.org

FAMILY PLANNING/ BIRTH CONTROL SERVICES

Kershaw County Public Health Dept.
1116 Church Street
Camden, SC 29020 (803) 425-6012

FINANCIAL, FOOD, CLOTHING & HOUSING

Dept. of Social Services
816 DeKalb Street
Camden, SC 29020 (803) 432-7676

DHHS

110 E. DeKalb Street
Camden, SC 29020 (803) 432-7676

The Benefit Bank at the SC Office of Rural Health
(800) 726-8774
www.thebenefitbank.com

Wateree Community Action

710 W. DeKalb Street
Camden, SC 29020
(803) 432-7640

Salvation Army

815 Broad Street
Camden, SC 29020
(803) 432-4918
Hours: Mon-Sat 10 a.m.-4:45 p.m.

Social Security Administration

1111 Broad Street
Camden, SC 29020
(803) 432-7776 1-800-772-1213

Salvation Army Thrift Store

815 Broad Street
Camden, SC 29020
(803) 432-4918

Women, Infants, & Children (WIC) Supplemental Food Program

Kershaw County Public Health Dept
1116 Church Street
Camden, SC 29020
(803) 425-6012

Dept. of Social Services

816 DeKalb Street
Camden, SC 29020
(803) 432-7676

Christian Community Ministries

110 E. DeKalb Street
P.O. Box 1712
Camden, SC 29020
(803) 432-1431
www.ccmkershawcounty.org

Clemson Extension Service

632 W. Dekalb Street
Camden, SC 29020 (803) 432-9071
[www.clemson.edu/extension/county/ke
rshaw/](http://www.clemson.edu/extension/county/ke
rshaw/)

SC State Housing Authority

(800) 432-5007

Santee-Lynches Affordable Housing And Community Development Corporation, Inc

255 Broad Street
Sumter, SC 29150
(803) 436-0020/ 1-877-736-0003

Santee Lynches Regional Council of Governments

36 W. Liberty Street
P.O. Box 1837
Sumter, SC 29151 (803) 775-7381
www.santeelynchescog.org

United Way of Kershaw County
110 E. DeKalb Street # 1
Camden, SC 29020 (803) 425-4616
www.uwkc.net

Kershaw County Habitat for Humanity
P.O. Box 1525
Camden, SC 29020 (803) 432-4333

Helping Hands Ministries
(803) 432-0812

HEALTH CARE SERVICES

**Kershaw County Public Health
Department**
1116 Church Street
Camden, SC 29020 (803) 425-6012

Sand Hills Medical Foundation
Jefferson Medical Center
409 E. Church Street
P.O. Box 249
Jefferson, SC 29718
(843) 658-3005

Kershaw Health Center
3855 Fork Hill Road
Kershaw, SC 29067
(803) 475-3365

**Kershaw County Community Medical
Clinic (Free Clinic)**
110-C E. DeKalb Street
Camden, SC 29020 (803) 713-0806

Kershaw County Medical Center
1315 Roberts Street
Camden, SC 29020 (803) 432-4311

**Kershaw Health, Home Health &
Hospice**
2001 W. DeKalb Street
Camden, SC 29020 (803) 425-1182

Christian Community Ministries
(803) 432-1431

Kershaw County Council on Aging
(803) 432-8173

Healthcare Place at Bethune
103 S. Main Street
Bethune, SC 29009 (843) 334-6551

Primary Care at Elgin
40 Pinnacle Parkway, Suite 208
Elgin, SC 29045 (803) 424-5165

West Wateree Medical Complex
1165 Hwy. 1 South
Lugoff, SC 29078
(803) 408-1397

American Cancer Society
128 Stonemark Lane

Columbia, SC 29210 (803) 750-1790
www.cancer.org

American Diabetes Association
1-800-DIABETES (1-800-342-2383)
www.diabetes.org

American Lung Association
1817 Gadsden Street
Columbia, SC 29201
(803) 779-5864
www.lungsc.org

American Heart Association
520 Gervais Street, # 300
Columbia, SC 29201-3071
(803) 738-9540
www.heart.org/HEARTORG/

SPECIAL NEEDS

**Children's Rehabilitative Services
(CRS)**
Sumter County Public Health Dept.
105 N. Magnolia Street
P.O. Box 1628
Sumter, SC 29151 (803) 773-5511

BabyNet
DHEC Region 4
105 N. Magnolia Street
P.O. Box 1628
Sumter, SC 29151
(803) 773-5511 ext.365

**Kershaw Board of Disabilities and
Special Needs**
P.O. Box 310
Camden, SC 29020
(803) 432-4841, fax: (803) 424-2280
1-888-246-7718
kcbdsn@camden.net

Family Connections
1-800-578-8750

Federation of Families
1-866-779-0402

LEGAL AID SERVICES

SC Legal Services
2109 Bull Street
Columbia, SC 29201 (803) 799-9668
www.sclegal.org

**SUBSTANCE ABUSE SUPPORT &
TREATMENT PROGRAMS**
Alcoholics Anonymous
(803) 432-9511

AL-ANON
(803) 432-9511

**Kershaw County Department of
Alcohol & Other Drug Abuse Services**
(803) 432-6902

TRANSPORTATION SERVICES

Medicaid Transportation
Access 2 Care
1-855-777-1255

Non-Medicaid Transportation
Santee/Wateree Regional
Transportation Authority (RTA)
1-888-748-4987

VIOLENCE, NEGLECT & ABUSE RELATED RESOURCES

Dept. of Social Services
816 DeKalb Street
Camden, SC 29020
(803) 432-7676

Sistercare, Inc.
P.O. Box 1029
Columbia, SC 29202
(803) 765-9428 1-800-637-7606

Sexual Assault Center
P.O. Box 282
Camden, SC 29020
(803) 425-4357 1-800-585-4455

**Child Protective and Preventative
Services**
(803) 432-7676

Guardian Ad Litem
(803) 425-1412

OTHER HEALTH RELATED RESOURCES

YWCA
246 Church Street
Sumter, SC 29150
(803) 773-7158
Crisis Line: (803) 773-HELP (4357)

Atlas Gym and Fitness Center
1017 Gordon Street
Camden, SC 29020 (803) 425-1017
www.atlasgymsc.com

Fitness Zone
814 Wateree Plaza
Lugoff, SC 29078 (803) 438-3811
www.fitnesszonelugoff.com

**Kershaw County Recreation
Department**
1042 W. Dekalb Street
Camden, SC 29020 (803) 425-6009
www.kershaw.sc.gov

Bethune Recreation Center
206 S. Main Street
Bethune, SC 29009
www.kershaw.sc.gov

LAURENS COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region V
301 University Ridge
Greenville, SC 29603-0887
(864) 467-7700, 1-800-554-5268

CHILD SUPPORT SERVICES

Dept. of Social Services
714 N. Pleasantburg Dr.
Greenville, SC 29607
(864) 241-1101, (864) 282-4650

PUBLIC CHILD CARE/ DAY CARE SERVICES GLEAMMS

Sanders Head Start Center
P.O. Box 829
Laurens, SC 29360
(864) 984-4814
Fax: (864) 984-2175

First Steps

1029 West Main Street Laurens, SC 29360
(864) 984-8130

COUNSELING & MENTAL HEALTH SERVICES

Mental Health Center
442 Professional Park Rd.
Clinton, SC 29325
(864) 938-0912

Golden Strip Family & Child Development Center

1102 Howard Drive
Simpsonville, SC 29681
(864) 355-5070
Hours: M-TH 9-NOON, Fri 1-4

CRISIS/EMERGENCY SERVICES

Laurens County Hospital
22725 US Hwy. 76 East
Clinton, SC 29325
(864) 833-9100

Golden Strip Family & Child Development Center

1102 Howard Drive
Simpsonville, SC 29681
(864) 967-2022

United Way of Laurens County

16 Peachtree Street, Ste. B
Clinton, SC 29325
(864) 833-3623

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

A Place For Us Ministries
601 Montague Ave
Greenwood, SC 29649
(864) 229-4243

www.aplaceforus.com
www.aplace@gogenis.com

Florence Crittenton - North Carolina
704-372-4663

Florence Crittenton - South Carolina
(843) 722-7526
19 St. Margaret Street
Charleston, SC 29403

EDUCATIONAL RESOURCES

Piedmont Technical College
620 N. Emerald Road
Greenwood, SC 29648-8324
(864) 941-8324
1-800-868-5528
www.ptc.edu

School District 56 Family Literacy

625 Elizabeth Street
Clinton, SC 29325
(864) 833-0836

Laurens YMCA

410 Anderson Dr.
Laurens, SC 29360
(864) 984-2621, (864) 984-2626

Clinton YMCA

1 YMCA Dr. , PO Box 492
Clinton, SC 29325
(864) 833-1555

Golden Strip Family & Child Development Center

1102 Howard Drive
Simpsonville, SC 29681
(864) 355-5020

EMPLOYMENT SERVICES

Vocational Rehabilitation Dept.
22861 Hwy 76 East
Clinton, SC 29325
(864) 833-4121- Laurens County
Laurens Office - (864) 984-6563
Newberry Office - (803) 276-8438

FAMILY PLANNING/ BIRTH CONTROL SERVICES

Laurens County Public Health Department
93 Human Services Rd.
Clinton, SC 29325
(864) 833-0000

FINANCIAL, FOOD, CLOTHING & HOUSING

Dept. of Social Services
93 Human Services Rd.
Clinton, SC 29325
(864) 833-0100

Human Services Complex
Behind Laurens County Hospital

DHHS

93 Human Services Rd
Human Services Complex
Clinton, SC
(864) 833-0100

The Benefit Bank at the SC Office of Rural Health

1-800-726-8774
www.thebenefitbank.com
Connects low- to moderate-income families to work supports, tax credits, public benefits, and student financial aid.

GLEAMMS

Human Resource Commission
237 N. Hospital Street
P.O. Box 1326
Greenwood, SC 29648
(864) 223-8434

Golden Strip Family & Child Development Center

1102 Howard Drive
Simpsonville, SC 29681
(864) 355-5070
Hours: M T Th 9 a.m. - noon
Fri. 1 - 4 p.m.

Social Security Administration

292 Professional Park Road
Clinton, SC 29325
1-866-526-9854
Hours: 9 a.m. - 4 p.m.

Women, Infants, & Children (WIC) Supplemental Food Program

Laurens County Public Health Dept.
93 Human Services Rd.
Clinton, SC 29325
(864) 833-0000

Clinton Christian Outreach

Academy St.
(864) 833-4775

County Soup Kitchen/ New Beginnings Baptist Church

700 Bypass 127
Laurens, SC 29360
(864) 984-6225

United Way

6 Peachtree Street, Ste. B
Clinton, SC 29325
(864) 833-3623

Housing Authority

City of Laurens
218 Independence Ave.
Laurens, SC 29360
(864) 984-6568

Regional Housing Authority

460 Church Street
Laurens SC 29360
(864) 984-0578
Fax: (864)984-2669

Thornwell Home and School for Children

302 S Broad St.
Clinton SC 29325
(864) 833-1232, 833-7721

Open Doors (men only)

209 E Main St.
Clinton, SC 29325
(864) 833-7670
Hours: 24 hours daily and 7 days a week

HEALTH CARE SERVICES

Laurens Health Dept.

93 Human Services Rd.
Clinton, SC 29325
(864) 833-0000

Uptown Family Practice

311 Main Street
Greenwood, SC 29646
(864) 229-4446

McCormick Family and Dental Practice

219-A North Street
McCormick, SC 29835
(864) 852-3336

Walsh Dental Associates

219-B N. Mine Street
McCormick, SC 29835
(864) 852-2571

Calhoun Falls Family Practice

535 Jackson Street
Calhoun Falls, SC 29628
(864) 418-8578

Ware Shoals Family Practice

85 S. Greenwood Avenue
Ware Shoals, SC 29692
(864) 456-7436

Ridge Spring Family Practice

201 Aiken Road, P.O. Box 128
Ridge Spring, SC 29129
(803) 685-3100
Hours: M T TH FR 8:30-5, W 8-12

New Horizons Family Health Services, Inc.

130 Mallard Street
P.O. Box 287
Greenville, SC 29601-4046
(864) 233-1534

Laurens County Hospital

US Hwy. 76 West
Clinton, SC 29325
(864) 833-9100

Good Shepherd Free Medical Clinic

245 Human Services Road
Clinton, SC 29325
(864) 833-0017

SPECIAL NEEDS

Children's Rehabilitative Services (CRS)

Greenwood County Public Health Dept
1736 S. Main Street
Greenwood, SC 29646
(864) 227-5938 (864) 942-3600

Baby Net

Greenwood County Public Health Dept.
1736 S. Main Street
Greenwood, SC 29646
(864) 227-5905, 1-866-637-6831

Family Connections

1-800-578-8750

DDSN

(864) 682-2314

LEGAL AID SERVICES

Piedmont Legal Services

316 W. Cambridge Ave.
Greenwood, SC 29646
(864) 223-4879
1-800-922-3114

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS

The Phoenix Center

1400 Cleveland Street
Greenville, SC 29609
(864) 467-3790

Laurens County Dept. of Alcohol & Other Drug Abuse Services

219 Human Services Road
Clinton, SC 29325
(864) 833-6500

TRANSPORTATION SERVICES

Medicaid Transportation

Logisticare
1-866-910-7688

Non-Medicaid Transportation

Senior Options, Inc.
(864) 938-0572

VIOLENCE & NEGLECT RELATED RESOURCES

Dept. of Social Services

Industrial Park Rd.
Clinton, SC 29325
(864) 833-0100

Laurens County Safe Home

P.O. Box 1091
Laurens, SC 29325
(864) 682-7270

Sexual Trauma Counseling Center

P.O. Box 693
Greenwood, SC 29648
(864) 227-1623

LEE COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region 4
Business and Tech. Center-112
181 E. Evans Street
Florence, SC 29506
(843) 661-2495 1-800-763-6637
Emergencies call: 1-888-722-2580

CHILD SUPPORT SERVICES

Dept. of Social Services
2120 W. Jody Road, Suite D
Florence, SC 29503
(843) 661-4750
Fax: (843) 661-4758

PUBLIC CHILD CARE/ DAY CARE SERVICES

Wateree Community Action, Inc.
Head Start Program
1155 N. Lafayette Drive
Sumter, SC 29150
(803) 773-1291
www.wcaih@infoave.net

Bishopville Head Start

603 N. Main Street
P.O. Box 72
Bishopville, SC 29010
(803) 484-5403

First Steps

211 N. Main Street
P.O. Box 344
Bishopville, SC 29010
(803) 484-5110

COUNSELING & MENTAL HEALTH SERVICES

Mental Health Clinic
817 Brown Street
Bishopville, SC 29010
(803) 484-9414

Lee Center Family Counseling

108 E. Church Street
Bishopville, SC 29010
(803) 484-6025

CRISIS / EMERGENCY SERVICES

United Way of Sumter/Clarendon/Lee
215 N. Washington Street
Sumter, SC 29151
(803) 773-7935
www.unitedwaysumterclarendonlee.org

American Red Cross

Tri-County Service Center
1155 N. Guignard, Suite 2
Sumter, SC 29150
(803) 775-2363
www.columbiaregionredcross.org

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Crisis Pregnancy Center

254 Broad Street
Sumter SC 29150-4144
(803) 773-8858

Daybreak Crisis Pregnancy Center

2009-C Hampton Street
Columbia, SC 29204
(803) 771-6634

Florence Crittenton - North Carolina

(704) 372-4663

EDUCATIONAL RESOURCES

Lee Central High School
Career / Technology Center
1800 Wisacky Road
Bishopville, SC 29010
Phone: (803) 428-4633
Fax: (803) 428-4062
Hours: M-F, 7:30 a.m. - 4 p.m.

DIAMONDS Teen Pregnancy Prevention

26 Council Street Room 5
Sumter SC 29150
(803) 774-2240

Sumter- Lee Adult Education

905 N. Main Street
Sumter, SC 29150
(803) 778-6432

Lee County Adult Education

600 N. Main Street
Bishopville, SC, 29010
(803) 484-4040

Clemson Extension Service

5 Courthouse Square
Bishopville, SC 29010
(803) 484-5416
www.clemson.edu/extension/county/lee/

EMPLOYMENT SERVICES

Vocational Rehabilitation Dept.

15 Battleship Road Extension
Camden, SC 29020
(803) 432-1068 (Voice/TTY)
(866) 206-5280 (Toll free)

Goodwill Industries

Job Connection Location
16771 Springdale Drive
Camden, SC 29020
(803) 432-1150
www.goodwillsc.org

Bishopville Workforce Center

123 S. Nettles Street
Bishopville, SC 29010
(803) 483-2021
www.workforcesouthcarolina.com

FAMILY PLANNING/ BIRTH CONTROL SERVICES

Lee County Public Health Dept.
810 Brown Street
Bishopville, SC 29010
(803) 484-6612

CareSouth Carolina Bishopville Health Center

545 Sumter Hwy.
Bishopville, SC 29010
(803) 484-5317

FINANCIAL, FOOD, CLOTHING & HOUSING

Dept. of Social Services
County Welfare Building
820 Brown Street
Bishopville, SC 29010
(803) 484-5376

DHHS

820 Brown Street
P.O. Box 406;
Bishopville, SC 29010
(803) 484-5376

The Benefit Bank at the SC Office of Rural Health

1-800-726-8774
www.thebenefitbank.com

Salvation Army

16 Kendrick Street
Sumter, SC 29150
(803) 775-9336
Financial, food & clothing

Lee County Cooperative Ministry

315 N. Dennis Avenue
Bishopville, SC 29010
(803) 484-6350

Bishopville Church of Christ

805 N. Main Street
Bishopville, SC 29010
(803) 484-6272 Food Pantry

St. Paul UMC- Wisacky

352 Lynchburg Hwy.
Bishopville, SC 29010
(803) 428-5870
3rd Wed 1 - 4 pm Food Pantry

Wateree Community Action, Inc.

613 Hwy. 15 North
Bishopville, SC 29010
(803) 484-5401

Women, Infants, & Children (WIC) Supplemental Food Program

Lee County Public Health Dept.
810 Brown Street
Bishopville, SC 29010

(803) 484-6612 (803) 484-6234

South Carolina State Housing
1-800-432-5007/(803) 896-9508

Sumter Habitat for Humanity
P.O. Box 2746
Sumter, SC 29151-2746
(803) 775-5767 / (843) 571-5161

**Santee-Lynches Affordable Housing
And Community Development
Corporation, Inc**
255 Broad Street
Sumter, SC 29150
(803) 436-0020/1-877-736-0003

HEALTH CARE SERVICES

Lee County Public Health Dept.
810 Brown Street
Bishopville, SC 29010
(803) 484-6612

**Carolina Pines Regional Medical
Center**
1304 W. BoBo Newsome Hwy.
Hartsville, SC 29550
(843) 339-2100
www.cprmc.com

McLeod Regional Medical Center
555 E. Cheves Street
Florence, SC 29506
(843) 777-2000
www.mcleodhealth.com

Tuomey Healthcare System
129 N. Washington Street
Sumter, SC 29150
(803) 774-9000
www.tuomey.com

CareSouth Carolina Bishopville Center
545 Sumter Hwy.
P.O. Box 508
Bishopville, SC 29010
(843) 484-5317
www.caresouth-carolina.com

**CareSouth Carolina Hunt Family
Practice**
106 Hospital Square
P.O. Box 508
Bishopville, SC 29010
(843) 484-5943
www.caresouth-carolina.com

Sumter Family Health Center
1278 N. Lafayette Drive
P.O. Box 250
Sumter, SC 29150
(803) 774-4500
www.sumterfhc.com

American Cancer Society
128 Stonemark Lane

Columbia, SC 29210-3855
(803) 750-1790
www.cancer.org

American Diabetes Association
1-800-DIABETES (1-800-342-2383)
www.diabetes.org

American Lung Association
1817 Gadsden Street
Columbia, SC 29201
(803) 779-5864
www.lungsc.org

American Heart Association
520 Gervais St # 300
Columbia, SC 29201-3071
(803) 738-9540
www.heart.org/HEARTORG/

SPECIAL NEEDS

**Children's Rehabilitative Services
(CRS) Sumter County Public Health
Dept**
105 N. Magnolia Street
P.O. Box 1628
Sumter, SC 29151
(803) 773-5511, ext. 2830

Baby Net
DHEC Region 4
105 N. Magnolia Street
P.O. Box 1628
Sumter, SC 29151
(803) 773-5511, ext. 2899

**Lee Disabilities and Special Needs
Board**
P.O. Box 468
Bishopville, SC 29010
(803) 484-9473

Family Connections
1-800-578-8750

Federation of Families
1-866-779-0402
Child and Parent Support - for children
with mental health needs

LEGAL AID SERVICES

Legal Services of the Fourth Judicial
123 S. Main Street
Bishopville, SC 29010
(803) 484-5341

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS

**Lee County Department of Alcohol &
Other Drug Abuse Services**
108 E. Church Street
Bishopville, SC 29010
(803) 484-6025

TRANSPORTATION SERVICES

Medicaid Transportation

Access 2 Care
1-855-777-1255

Non-Medicaid Transportation
Santee/Wateree Regional
Transportation Authority (RTA)
(803) 775-9347
Toll free: 1-888-748-4987
www.swrta.com

VIOLENCE, NEGLECT & OTHER ABUSE RELATED RESOURCES

Adult & Child Protective Services
Dept. of Social Services
County Welfare Building
820 Brown Street
Bishopville, SC 29011
(803) 484-5376

**Sexual Assault Center Serving
Kershaw and Lee counties**
111 Broad Street
P.O. Box 282
Camden, SC 29020
1-800-585-4455
(803) 425-4357

YWCA of The Upper Lowlands, Inc.
246 Church Street
Sumter, SC 29150
(803) 775-2763

OTHER HEALTH RELATED RESOURCES

Bishopville Senior Center
51 Wilkinson Road
P.O. Box 343
Bishopville, SC 29010
(803) 484-6212

**Lynchburg Senior Center Do-Right
Lodge**
Highway 76
Lynchburg, SC 29080
(803) 437-2497

Ebenezer United Methodist Church
Senior Services
2757 Hwy. 15 North
Bishopville, SC 29010
(803) 428-6963

Grammar School Park
Heyward Street
Bishopville, SC 29010

MM Levy Park
Church Street
Bishopville, SC 29010

Dennis High Memorial Park
Roland Street and Cedar Lane
Bishopville, SC 29010

LEXINGTON COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region II
2638 Two Notch Rd., Ste. 200
Columbia, SC 29204
(803) 898-8980 Main
1-888- 711-7095 Toll Free
(803) 898-9053 Fax

CHILD SUPPORT SERVICES

Dept. of Social Services
ChildSupport Enforcement
Columbia Regional Office
3150 Harden Street,
P.O. Box 1270
Columbia, SC 29202
(803)898-9282
Fax: (803)898-9465

PUBLIC CHILD CARE/ DAY CARE SERVICES

Dept. of Social Services
DSS/Food Stamps/Medicaid
541 Gibson Road
Lexington, SC 29072
(803) 957-7333

USC/Gateway Academy Child Development and Research Center

1530 Wheat Street
Columbia, SC 29201
(803) 765-2666
Fax: (803) 217-0200

GLEAMMS

Batesburg/Leesville
Head Start Center
118 David Drive
Batesburg, SC 29006
(803) 532-4039
Fax: (803) 532-4402

GLEAMMS

Lexington Head Start Center
134 Gibson Court
Lexington, SC 29072
(803) 951-3215
Fax: (803) 951-3558

GLEAMMS

Platts Springs Head Start Center
1309 Platt Spring Road
West Columbia, SC 29169
(803) 794-9707
Fax: (803) 794-1401

Interfaith Community Service of SC

819 Woodrow Street
Columbia, SC 29205
(803) 252-8390

First Steps

101 West Columbia Ave.
Batesburg-Leesville, SC 29006
(803) 532-6861

COUNSELING & MENTAL HEALTH SERVICES

Lexington County Mental Health Center
130 N. Hospital Drive
W. Columbia, SC 29169
(803) 739-8600

Three Rivers Behavioral Health System

2900 Sunset Blvd.
West Columbia, SC 29169
(803) 796-9911 1-866-736-9911

Behavioral Health Services

Baptist Medical Center
(803) 988-8765
Mental health day treatment program

Friendship Center / MIRCI

3809 Rosewood Drive
Columbia, SC 29205
(803) 786-1844

Crisis Counseling Family Service Center

1800 Main Street
Columbia, SC 29201
(803) 733-5450 1-800-922-5651

Trauma Related Resources

Post Trauma Resources
1709 Laurel Street
Columbia, SC 29201
(803) 765-0700

Affiliated Family Services

2016 Assembly Street
Columbia, SC 29201
(803) 252-5300

Family Service Center

1800 Main Street
Columbia, SC 29201
(803) 733-5450

USC Counseling & Human Development Center

(803) 777-5223
For students only

USC Psychological Service Center

(803) 734-0378

Lutheran Family Services

Counseling Center
118 Union Street
Columbia, SC 29210
(803) 750-9917 or 1-800-435-7464
Individual, couples, and marital counseling

CRISIS/ EMERGENCY SERVICES

Poison Control Center

(803) 777-1117 1-800-222-1222

Lexington County Medical Center

2720 Sunset Blvd.
West Columbia, SC 29169
(803) 791-2000

American Red Cross

2751 Bull Street
Columbia, SC 29201
(803) 251-6000

United Way of the Midlands

1800 Main Street
P.O. Box 152
Columbia, SC 29202
(803) 733-5400
Helpline number is 211

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Day Break Crisis Pregnancy Center

2009 C Hampton Street
Columbia, SC 29204
(803) 771-6634 (24 hour hotline)

Planned Parenthood

2712 Middleburg Drive
Columbia, SC 29204
(803) 256-4908

Birthright of Columbia

1405 Gregg Street
Columbia, SC 29205
(803) 765-0165

Florence Crittenton Services of North Carolina

(704) 372-4663

CRISIS PREGNANCY TERMINATION

Planned Parenthood

2712 Middleburg Drive
Columbia, SC 29204
(803) 256-4908

Family Reproductive Health

(Charlotte, NC)
1-800-952-9034

Greenville Women's Clinic

(Greenville, SC)
1-800-776-0082

Preferred Women's Health Center

(Augusta, GA)
1-800-562-7415

Charleston's Women's Medical Center

1312 Ashley River Road
Charleston, SC 29407
(843) 571-5161

EDUCATIONAL RESOURCES

Parent Information and Resources

Center of the Midlands

Lexington School District One
100 Tarrar Springs Road
Lexington, SC 29702
(803) 808-1462

Midlands Technical College

(803) 738-8324

Cayce/ West Columbia Branch Library

1500 Augusta Road
West Columbia, SC 29169
(803) 794-6791

Lexington Branch Library

5440 Augusta Road
Lexington, SC 29072
(803) 785-2600

EMPLOYMENT SERVICES

Lexington Employment Security

714 South Lake Dr, Ste. 140
Lexington, SC
(803) 359-6131

Job and unemployment services

Work/Life Solutions

714 South Lake Dr, Suite 140
Lexington, SC 29072
(803) 359-6131

Career counseling, supportive services,
and referrals for the unemployed

Vocational Rehabilitation Dept.

(803) 896-6333
Lexington and Richland counties

FAMILY PLANNING / BIRTH CONTROL SERVICES

Lexington County Public Health Dept.

112 West Hospital Drive
West Columbia, SC 29169
(803) 791-3580

Batesburg Public Health Dept.

229 West Church Street
Batesburg, SC 29006
(803) 332-6326

Swansea Public Health Dept.

500 Charlie Rast Road
Swansea, SC 29160
(803) 568-3914

Planned Parenthood

2712 Middleburg Drive
Columbia, SC 29204
(803) 256-4908

Richland Community Health Care Association

Richland Primary Care Center
1520 Laurel Street
Columbia, SC 29201

(803) 799-8407

FINANCIAL, FOOD, CLOTHING & HOUSING

Aiken/Barnwell/Lexington Community Action Commission, Inc.

(803) 794-6778

Assistance with rent, utilities,
prescriptions and aid to homeless.

Dept. of Social Services

314 West Main Street
Lexington, SC 29071
(803) 941-0226

DHHS

605 West Main Street
Lexington, SC 29072
FI Medicaid (803) 785-2991
SSI Medicaid (803) 785-2975

The Benefit Bank at the SC Office of Rural Health

1-800-726-8774
www.thebenefitbank.com

Women, Infants, & Children (WIC) Supplemental Food Program

Lexington County Public Health Dept.
112 West Hospital Drive
West Columbia, SC 29169
(803) 791-3580

Batesburg Public Health Dept.

229 West Church Street
Batesburg, SC 29006
(803) 332-6326

Swansea Public Health Dept.

500 Charlie Rast Road
Swansea, SC 29160
(803) 568-3914

Richland Community Health Care Association

Richland Primary Care Center
1520 Laurel Street
Columbia, SC 29201
(803) 799-8407

God's People In Service

4512A Fish Hatchery Rd
Gaston, SC 29053
(803) 955-9251

Samaritan's Well

129 Gibson Court
Lexington, SC 29072
(803) 785-4357

Mission Columbia

Northside Baptist Church
(803) 926-3020

Lexington Interfaith Community Services

309 E. Main St
Lexington, SC 29072
(803) 957-6656 (803) 356-6916

We Care

(803) 345-3244
Chapin Interfaith Outreach
Rent, utility, and medical funds

Community Christian Fellowship

1798 Utopia School Road
Leesville, SC 29070
(803) 532-2914

Life Church International

1049 Harbor Drive
West Columbia, SC 29169
(803) 794-1001
Services: Food Bank

Community Action

650 Knox Abbott Drive
Cayce, SC 29033
(803) 794-6778

God's Helping Hand

919 Holland Avenue
Cayce, SC 29033
(803) 791-4167
Serves zip: 29169, 170, 171, 172, 033

His House Mission

764 Meeting Street
West Columbia, SC 29169
(803) 791-0557
Overnight shelter, rehab for alcoholics,
and thrift store.

Lexington Interfaith Community Thrift Shop

212 North Church Street
Lexington, SC 29072
(803) 957-6656
Fax: (803) 957-3414
Hours: M-Fri. 9 a.m. - noon
Food, Clothing and Utilities

Lexington County Housing Authority

919 Bluff Rd.
Columbia, SC 29201
(803) 896-8663 1-800-432-5007

Sistercare

(803) 765-9428 1-800-637-7606

HEALTH CARE SERVICES

Lexington County Public Health Dept.

1070 S. Lake Dr.
West Columbia, SC 29073
(803) 791-3580

Swansea Public Health Dept.

500 Charlie Rast Road

Swansea, SC 29160
(803) 568-3914

Carolina Health Centers, Inc.
Saluda Family Practice
219 Greenwood Hwy.
Saluda, SC 29138
(864) 445-2181

Carolina Health Centers, Inc.
Ridge Spring Family Practice
201 Aiken Road
Ridge Spring, SC 29129
(803) 685-3100

Palmetto Family Primary Health Care Centers, Inc.
1136 Kincaid Bridge Road
Post Office Box 326
Winnsboro, SC 29180
(803) 635-1052

Richland Primary Care Center
1520 Laurel Street
Columbia, SC 29201
(803) 799-8407

Lexington Medical Center
2720 Sunset Blvd.
West Columbia, SC 29169
(803) 791-2000

Batesburg Public Health Dept.
229 West Church Street
Batesburg, SC 29006
(803) 332-6326

Children's Dental Clinic
Lexington County Health Dept
1070 S. Lake Drive
West Columbia, SC 29169
(803) 791-3580

Northside Baptist Church Good Samaritan Clinic
1316 Leaphart St

West Columbia, SC 29169
(803) 796-4484 or (803) 467-8510
Hours: Thursdays 4-8
Free Clinic, Bilingual staff

Nurse Family Partnership
(803) 576-2757

SPECIAL NEEDS
Children's Rehabilitative Services (CRS)
2000 Hampton Street
Columbia, SC 29204
(803) 576-2800

BabyNet
Richland County Public Health Dept.
2000 Hampton Street, Room 2011
Columbia, SC 29204
(803) 576-2990

Richland/Lexington Disabilities and Special Needs
(803) 252-5179

Family Connections
1-800-578-8750

LEGAL AID SERVICES
SC Legal Services
2109 Bull Street
Columbia, SC 29201
(803) 359-4154

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS
Three Rivers Behavioral Health System
2900 Sunset Blvd.
West Columbia, SC 29169
(803) 796-9911 1-866-796-9911

Columbia Metro Treatment Center
421 Capital Square Center
West Columbia, SC 29169
(803) 791-9422

Lexington/Richland Alcohol and Drug Abuse Council (LRADAC)
(803) 256-3100 or (803) 726-9300
School programs, detox, inpatient, and outpatient services.

Maternal Outreach Management Services (MOMS)
(803) 726-9417
Medical Detoxification for Women & Men

TRANSPORTATION SERVICES
Medicaid Transportation
Access 2 Care
1-855-777-1255

Non-Medicaid Transportation
Transportation Management Services
1-800-999-9083 (803) 791-5773

VIOLENCE & NEGLECT RELATED RESOURCES
Dept. of Social Services
Social Services Center
541 Gibson Road
Lexington, SC 29072
(803) 941-0226

Sistercare
P.O. Box 1029
Columbia, SC 29202
(803) 765-9428 1-800-637-7606

Adult & Child Protective Services
(803) 785-7333

Sexual Trauma Services of the Midlands
3700 Forest Drive, Suite 350
Columbia, SC 29204
(803) 771-7273 24 Hour Hotline
(803) 790-8208 Office

MARION COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region 4
Business & Tech. Center-112
181 E. Evans Street
Florence, SC 29506
(843) 661-2495 1-800-763-6637

CHILD SUPPORT SERVICES

Dept. of Social Services
2120 W. Jody Road
Florence, SC 29503
(843) 661-4750

PUBLIC CHILD CARE/ DAY CARE SERVICES

Springville Head Start
2513 Springville Road
Marion, SC 29573
(843) 423-7593

Nichols Head Start
406 Old Stage Road
Nichols, SC 29581
(843) 526-2670

McMillan Head Start
408 McMillan Street
Marion, SC 29573
(843) 423-9550

Britton's Neck Head Start
223 Gresham Road
Britton's Neck, SC 29546
(843) 362-9922

Mullins Early Head Start Center
338 Academy Street
Mullins, SC 29574
(843) 464-8002

First Steps
P.O. Box 56
Marion, SC 29571
(843) 423-8207

COUNSELING & MENTAL HEALTH SERVICES

Pee Dee Mental Health Center
125 E. Cheves Street
Florence SC 29506
(843) 317-4073
(843) 317-4081 Children, Adolescents,
and Families (CAF)

Pee Dee Mental Health Marion County Clinic
1104 N. Lombardy Street
Marion, SC 29571
(843) 431-1100
www.dmh.sc.gov/peedee

Health Care Partners of South Carolina
Community Medical Center
123 E. Broadway

Johnsonville, SC 29555
(843) 386-3573

Health Care Partners of South Carolina
1106 Lombardy Street
Marion, SC 29571
(843) 423-2400
www.hcpssc.com

Circle Park Behavioral Health
601 Gregg Avenue
Florence, SC 29501
(843) 665-9349

CRISIS / EMERGENCY SERVICES

American Red Cross
(843) 662-8121 Florence
Emergency Relief in Disaster and Fire

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Florence Crittenton - North Carolina
(704) 372-4663

Florence Crittenton - South Carolina
19 St. Margaret Street
Charleston, SC 29403
(843) 722-7526

Bethany Christian Services
2141 B Hoffmeyer Road
Florence, SC 29501
(843) 629-1177 or
Toll Free 1-800-922-0682

CRISIS PREGNANCY TERMINATION

Family Reproductive Health
(Charlotte, NC)
1-800-952-9034

Greenville Women's Clinic (Greenville, SC)
1-800-776-0082

Preferred Women's Health Center
(Augusta, GA)
1-800-562-7415

Charleston's Women's Medical Center, LLC
1312 Ashley River Road
Charleston, SC 29407
(843) 571-5161

EMPLOYMENT SERVICES
Vocational Rehabilitation Dept.
1947 W. Darlington Street
Florence, SC 29501
(843) 662-8114

State Employment Services Marion One-Stop
(843) 423-8288
Provides a listing of local job openings.

FAMILY PLANNING/ BIRTH CONTROL SERVICES

Marion County Public Health Dept.
Beeson Building
206 Airport Court, Suite B
Mullins, SC 29574
(843) 423-8295

FINANCIAL, FOOD, CLOTHING & HOUSING SERVICES

Dept. of Social Services
Beeson Building
137 Airport Court, Suite A
Mullins, SC 29571
(843) 423-4623

DHHS

1311 N. Main Street
P.O. Box 1837
Marion, SC 29571
(843) 423-5417

The Benefit Bank at the SC Office of Rural Health

1-800-726-8774
www.thebenefitbank.com

Harvest Hope Food Bank

2513 W. Lucas Street
Florence, SC 29503
(843) 661-0826
www.harvesthope.org

Bethel World Ministries

3114 N. Hwy. 41
Mullins, SC 29574

Monument of Faith Ministries

702 Georgetown Street
Marion, SC 29571
(843) 423-1704

Marion Church of God

1401 N. Main Street
Marion, SC 29571
(843) 423-0474

Pee Dee Community Action Agency

201 Witcover Street
Marion, SC 29571
(843) 423-6711

Marion County Housing Authority

826 Walnut Street
Marion, SC 29571
(843) 423-5242

Marion Habitat for Humanity

P.O. Box 873
Marion, SC 29571-0873
(843) 423-4663

Santee-Lynches Affordable Housing and Community Development Corporation, Inc
255 Broad Street
Sumter, SC 29150
(803) 436-0020
Toll Free: 1-877-736-0003

United Way of Marion County
100 Court Street
P.O. Box 815
Marion, SC 29571
(843) 423-3411

Women, Children, & Infants (WIC) Supplemental Food Program
Marion County Public Health Dept.
206 Airport Court
Mullins, SC 29574
(843) 423-8311

HEALTH CARE SERVICES
Marion County Public Health Dept.
206 Airport Court, Suite B
Mullins, SC 29574
(843) 423-8295

Marion County Medical Center
2829 E. Hwy. 76
Mullins, SC 29574
(843) 431-2000
www.marioncountymedical.com

Health Care Partners of South Carolina
1106 Lombardy Street
Marion, SC 29571
(843) 423-2400
www.hcpsc.com

American Cancer Society
1800 Second Loop Road
P.O. Box 4508
Florence, SC 29502-4508
(843) 669-6349
www.cancer.org

American Diabetes Association
1-800-DIABETES (1-800-342-2383)
www.diabetes.org

American Lung Association
1817 Gadsden Street
Columbia, SC 29201
(803) 779-5864
www.lungsc.org

American Heart Association
181 E. Evans Street
BTC-009, Suite 200
Florence, SC 29506
(843) 665-0985
www.heart.org/HEARTORG/

SPECIAL NEEDS

Healthy Start
Florence, SC 29501
(843) 662-1482

Children's Rehabilitative Services (CRS) Florence County Public Health Dept.
145 E. Cheves Street
Florence, SC 29506
(843) 661-4829 1-800-763-1223

Baby Net
DHEC Region 4
145 E. Cheves Street
Florence, SC 29506
(843) 661-4835 (843) 661-4809

Family Connections
1-800-578-8750

Marion Dillion County Disability & Special Needs Board
P.O. Box 2072
Dillion SC 29536
(843) 423-4484

Federation of Families
1-866-779-0402
Child and Parent Support - for children with mental health needs

Pee Dee Speech & Hearing Center
153 E. NB Baroody Street
Florence, SC 29506
(843) 662-7802

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS

The Good Samaritan Colony
P.O. Box 36
Mt. Croghan, SC 29727
(843) 634-6848

Alcohol & Drug Abuse Commission for Marion County
204 Martin Luther King Jr. Blvd.
Dillion SC, 29536
(843) 774-6591

Trinity Behavioral Care Focused Maternal Outreach Women's Prevention and Outreach Program (843) 423-8292 (Outpatient)
Fresh Start (843) 431-9225 (Inpatient)

Springbranch Residential Treatment Center
P.O. Box 183
Marion, SC 29571
(843) 423-7876

Florence County's Alcohol and Drug Abuse Authority Circle Park Behavioral Health
601 Gregg Avenue
Florence, SC 29501
(843) 665-9349
Fax: (843) 669-6122

TRANSPORTATION SERVICES

Medicaid Transportation
Access 2 Care
1-855-777-1255

Non-Medicaid Transportation
Pee Dee Regional Transportation Authority (RTA)
(843) 423-6112
1-800-868-0556 Marion
1-800-768-4928 Chesterfield/Marlboro

VIOLENCE, NEGLECT ABUSE RELATED RESOURCES

Dept. of Social Services
Beeson Building
180 Airport Court, Suite A
Mullins, SC 29574
(843) 423-4623

Coalition Against Domestic & Sexual Assault
P.O. Box 1351
Florence, SC 29503
(843) 669-4600 (843) 669-4694
Marion (843) 423-6568
Hotline 1-800-273-1820

OTHER HEALTH RELATED RESOURCES

Senior Circle @ Carolinas Hospital System
805 Pamplico Hwy.
Florence, SC 29505
(843) 674-2975
www.seniorcircle.com

Senior Circle @ Marlboro Park Hospital
1138 Cheraw Hwy.
Bennettsville, SC 29512
(843) 479-2881
www.seniorcircle.com

Marion Recreation Department
107 S. Main Street
Marion, SC 29571
(843) 423-5961
www.marionsc.gov

Mullins Recreation Department
151 E. Front Street
P.O. Drawer 408
Mullins, SC 29574
(843) 464-9583
www.mullinssc.us

MARLBORO COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region IV
Business & Tech. Center-112
181 E. Evans Street
Florence, SC 29506
(843) 661-2495 1-800-763-6637

CHILD SUPPORT SERVICES

Dept. of Social Services
2120 W. Jody Road, Suite D
P.O. Box 1071
Florence, SC 29503
(843) 661-4750

CHILD CARE / DAY CARE SERVICES

Chesterfield/Marlboro Economic Opportunity Council (EOC) Head Start
P.O. Box 877
Cheraw, SC 29520
(843) 479-2818

First Steps

P.O. Box 249
Bennettsville SC 29512
(843) 479-4200

COUNSELING & MENTAL HEALTH SERVICES

Tri-County Mental Health
1035 Cheraw Hwy.
P.O. Box 918
Bennettsville, SC 29512
(843) 454-0442

Circle Park Behavioral Health Services

601 Gregg Avenue
Florence, SC 29502
(843) 665-9349
www.circlepark.com

CRISIS/ EMERGENCY SERVICES

American Red Cross
Pee Dee Chapter
1601-A W. Lucas Street
Florence, SC 29501
(843) 662-8121
www.peedeeredcross.org

American Red Cross

205 E. Market Street
Bennettsville, SC 29512-3128
(843) 479-5637
www.peedeeredcross.org

EMERGENCY RELIEF IN DISASTER AND FIRE

United Way of Marlboro County
706 E. Main Street
Bennettsville, SC 29512
(843) 479-4802

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Florence Crittenton - North Carolina

(704) 372-4663

Florence Crittenton - South Carolina

19 St. Margaret Street
Charleston, SC 29403
(843) 722-7526

Bethany Christian Services

2141 B Hoffmeyer Road
Florence, SC 29501
(843) 629-1177 or
Toll Free 1-800-922-0682

CRISIS PREGNANCY TERMINATION

Atlanta Women's Medical Center (Atlanta, GA)
1-800-877-6332

Family Reproductive Health (Charlotte, NC)

1-800-952-9034

Greenville Women's Clinic (Greenville, SC)

1-800-776-0082

Preferred Women's Health Center (Augusta, GA)

1-800-562-7415

Charleston's Women's Medical Center, LLC

1312 Ashley River Road
Charleston, SC 29407
(843) 571-5161

EDUCATIONAL RESOURCES

Bennettsville Extension Office South Carolina State University
213 E. Market Street
Bennettsville, SC 29512
(843) 479-6991

Marlboro County Adult Education

215 Broad Street
Bennettsville, SC 29512
(843) 479-5923

Children's Defense Fund

117 Cheraw Street
Bennettsville, SC 29512
(843) 479-5310

EMPLOYMENT SERVICES

State Employment Services
Marlboro One Stop
(843) 479-4081

South Carolina Vocational Rehab.

1029 Hwy. 9 West
Bennettsville, SC 29512
(843) 479-8318

FAMILY PLANNING / BIRTH CONTROL SERVICES

Marlboro County Public Health Dept.
711 Parsonage Street Extension
Bennettsville, SC 29512
(843) 479-6801

FINANCIAL, FOOD, CLOTHING & HOUSING

Dept. of Social Services
711 Parsonage Street Ext.
County Complex
Bennettsville, SC 29512
(843) 479-7181 Main
(843) 479-7186 Hotline
(843) 479-4520 Medical & Job

DHHS

1 Ag Street
P.O. Drawer 1074;
Bennettsville, SC 29512
(843) 479-4520

The Benefit Bank at the SC Office of Rural Health

1-800-726-8774
www.thebenefitbank.com

Bread of Life Food Pantry

116 Broad Street
Bennettsville, SC 29512
(843) 479-6733

Sword of Truth Ministries, Inc.

105 Cheraw Street
Bennettsville, SC 29512
(843) 479-0059

Harvest Hope Food Bank

2513 W. Lucas Street
Florence, SC 29503
(843) 661-0826
www.harvesthope.org

EI-Jireth Pentecostal Apostolic Church

206-A Hwy 15/401
Bennettsville, SC 29512
(843) 206-2546

Word of Life Christian Center Ministries

1300 W. Main Street
Bennettsville, SC 29512
(843) 479-7621

Advisory Council

213 Market Street
Bennettsville, SC 29512
(843) 479-6991

Level Green UMC BC1 Grace and Mercy

316 Marshall Street
Bennettsville, SC 29512
(843) 479-2829

Sandy Grove Baptist Church
1047 Sandy Grove Church Road
Bennettsville, SC 29512
(843) 479-2281

Amikids Bennettsville, Inc.
620 Marlboro Road
Bennettsville, SC 29512
(843) 479-0420

Manna House
450 Jarrot Street
P.O. Box 13452
Florence, SC 29504
(843) 667-6077

Social Security Administration
1060 Cottingham Blvd. North
Bennettsville, SC 29512
1-888-810-7617
Hours: 9 a.m. - 4 p.m.

**Chesterfield-Marlboro Economic
Opportunity Council, Inc.**
(843) 479-2818

Community Action Agency
904 S. Fourth Street
Hartsville, SC 29550
(843) 332-1135

Marlboro County Housing Authority
(843) 669-4163 Florence
(843) 479-3857 Bennettsville

Florence Habitat for Humanity
203 S. Kuker Street
Florence, SC 29501
(843) 665-1624

CDC Of Marlboro County
106 E. Market Street
P.O. Box 103
Bennettsville, SC 29512
(843) 454-2188
www.cdcofmarlborocounty.com

United Way of Marlboro County
706 E. Main Street
Bennettsville, SC 29512
(843) 479-4802

Women, Infants, & Children (WIC)
Dept. of Social Services
711 Parsonage Street. Ext.
County Complex
Bennettsville, SC 29512
(843) 479-6801

HEALTH CARE SERVICES
Marlboro County Public Health Dept.
711 Parsonage Street Extension
Bennettsville, SC 29512
(843) 479-6801

CareSouth Carolina

Hartsville Health Center
1268 S. Fourth Street
P.O. Box 909
Hartsville, SC 29550
(843) 332-3422

Care South Carolina/Society Hill
737 S. Main Street
P.O. Box 239
Society Hill, SC 29593
(843) 378-4501

Marlboro Park Hospital
1138 Cheraw Hwy
Bennettsville, SC 29512
(843) 479-2881

**CareSouth Carolina Bennettsville
Center**
999 Cheraw Street
P.O. Box 1197
Bennettsville, SC 29512
(843) 479-2341
www.caresouth-carolina.com

**CareSouth Carolina Bennettsville
Pediatrics**
210 W. Main Street
P.O. Box 1197
Bennettsville, SC 29512
(843) 479-1200
www.caresouth-carolina.com

**CareSouth Carolina
McColl Center**
225 S. Main Street
P.O. Box 86
McColl, SC 29570
(843) 523-5751
www.caresouth-carolina.com

American Cancer Society
1800 Second Loop Road
P.O. Box 4508
Florence, SC 29502-4508
(843) 669-6349
www.cancer.org

American Diabetes Association
1-800-DIABETES (1-800-342-2383)
www.diabetes.org

American Lung Association
1817 Gadsden Street
Columbia, SC 29201
(803) 779-5864
www.lungsc.org

American Heart Association
181 E. Evans Street
BTC-009 Suite 200
Florence, SC 29506
(843) 665-0985
<http://www.heart.org/HEARTORG/>

SPECIAL NEEDS

BabyNet
Marlboro County Public Health Dept.
711 Parsonage Street. Ext.
Bennettsville, SC 29513
(843) 479-6801

**Children's Rehabilitative Services
(CRS)**
Marlboro County Public Health Dept.
711 Parsonage Street. Ext.
Bennettsville, SC 29512
(843) 479-6801

Family Connections
1-800-578-8750

**Marlboro Disabilities and Special
Needs Board**
P.O. Box 1212
Bennettsville, SC 29512
(843) 479-1882

Agape Hospice of Marlboro County
309-B E. Main Street
Bennettsville, SC 29512
(843) 479-5979

Pee Dee Speech and Hearing Center
153 N. Baroody Street
Florence SC 29503
(843) 662-7802

Pee Dee Healthy Start
1-800-747-2229

Federation of Families
1-866-779-0402

LEGAL AID SERVICES
SC Centers for Equal Justice
320 S. Coit Street
Florence, SC 29501
(843) 413-9500
www.sclegal.org/

**SUBSTANCE ABUSE SUPPORT &
TREATMENT PROGRAMS**
**Alcohol & Drug Abuse Commission for
Marlboro County**
208 N. Marlboro Street
Bennettsville, SC 29512
1-800-230-4742

Circle Park Behavioral Health Services
601 Gregg Avenue
Florence, SC 29502
(843) 665-9349
(843) 667-1615
www.circlepark.com

Good Samaritan Colony
19147 Hwy 9
Ruby, SC 29741
(843) 634-6848
www.goodsamaritancolony.com

TRANSPORTATION SERVICES

Medicaid Transportation

Access 2 Care
1-855-777-1255

Non-Medicaid Transportation

Pee Dee Regional Transportation
Authority (RTA)
(843) 537-6610

**VIOLENCE, NEGLECT, & ABUSE
RELATED RESOURCES**

Dept. of Social Services

County Complex
711 Parsonage Extension
Bennettsville, SC 29512
(843) 479-1131 (843) 479-7181
(843) 479-7186

**Pee Dee Coalition Against Domestic
and Sexual Violence**

108 Parsonage Street
Bennettsville, SC 29512
(843) 479-0882

**OTHER HEALTH RELATED
RESOURCES**

Marlboro County Council on Aging

209 E. Market Street
Bennettsville, SC 29512
(843) 479-9951

Senior Circle @ Marlboro Park Hospital

1138 Cheraw Hwy.
Bennettsville, SC 29512
(843) 479-2881
www.seniorcircle.com

Bennettsville Recreation Department

501 E. Main Street
Bennettsville, SC 29512
(843) 479-9001
www.bennettsvillesc.com

Cheraw State Park

100 State Park Road
Cheraw, SC 29520
(843) 537-9656
www.southcarolinaparks.com

Chesterfield Family YMCA

344 East Blvd.
Chesterfield, SC 29709-1853
(843) 623-9622
www.upperpdyymca.org

NEWBERRY COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region I (Upstate)
714 Pleasantburg Dr., Ste. 300
Greenville, SC 29607
(864) 241-1070
1-800-868-6595

CHILD SUPPORT SERVICES

**Department of Social Services (DSS)
Child Support Services Region I**
714 Pleasantburg Dr., Ste. 200
Greenville, SC 29607
(864) 241-1101

PUBLIC CHILD CARE/ DAY CARE SERVICES

GLEAMMS

Rikard Learning Center/ Head Start
215 Rikard School Rd.
Prosterity, SC 29127
(803) 364-0406
Fax: (803) 364-0390

First Steps

3321 Main Street, Room 6
P.O. Box 25
Newberry, SC 29108
Phone: (803) 321-1073

COUNSELING & MENTAL HEALTH SERVICES

Newberry Mental Health Clinic
2043 Medical Park Drive
Newberry, SC 29108
(803) 276-8000

Beckman Center for Mental Health Services

1547 Parkway Drive
Greenwood, SC 29646
(864) 229-7120

Westview Behavioral Health Services

800 Main Street
Newberry, SC 29108
(803) 276-5690

CRISIS/EMERGENCY SERVICES

United Way
Call 211

Adolescent Pregnancy Prevention

800 Main Street
Newberry, SC 29108
(803) 405-1444

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Birthright of Columbia
1405 Gregg Street
Columbia, SC 29205
(803) 765-0165

Daybreak Crisis Pregnancy Center

2009 C Hampton Street
Columbia, SC 29202
(803) 771-6634

Planned Parenthood

(803) 256-4908 (803) 256-4905

A Place For Us Ministries

601 Montague Ave
Greenwood, SC 29649
(864) 229-4243
www.aplaceforus.com

CRISIS PREGNANCY TERMINATION

Family Reproductive Health (Charlotte, NC)
1-800-952-9034

Greenville Women's Clinic (Greenville, SC)

1-800-776-0082

Preferred Women's Health Center (Augusta, GA)

1-800-562-7415

Charleston's Women's Medical Center, LLC

1312 Ashley River Road
Charleston, SC 29407
(843) 571-5161

EDUCATIONAL RESOURCES

Newberry County Literacy Council
1121 Caldwell Street
Newberry, SC 29108
(803) 276-8086

Newberry College

2100 College Street
Newberry, SC 29108
(803) 276-5010

Midlands Technical College

1260 Lexington Drive
West Columbia, SC 29170
(803) 738-8324

EMPLOYMENT SERVICES

SC Employment Security
833 Main Street
Newberry, SC 29108
(803) 276-2110

Vocational Rehabilitation

855 York Street NE
Newberry, SC 29108
(803) 276-8438

FAMILY PLANNING/BIRTH CONTROL SERVICES

Newberry County Public Health Department

2111 Wilson Road
Newberry, SC 29108
(803) 321-2170

FINANCIAL, FOOD, CLOTHING & HOUSING

Department of Social Services (DSS)
County Human Services Center
2107 Wilson Rd.
Newberry, SC 29108
(803) 321-2155

Interfaith Community Service
(803) 321-2155

Newberry County DHHS

Post Office Box 1225
2107 Wilson Road
Newberry, SC 29108
(803) 321-2155

The Benefit Bank at the SC Office of Rural Health

1-800-726-8774
www.thebenefitbank.com

The Living Hope Foundation

3719 Louis Rich Road
Newberry, SC 29108
(803) 276-8383

Women, Infants, & Children (WIC) Supplemental Food Program

Newberry County Public Health Dept
2111 Wilson Rd.
Newberry, SC 29108
(803) 321-2170, 1-800-403-4047

Housing Authority

3589 Grant Avenue
Newberry, SC 29108
(803) 276-1049

Shop Around the Corner

2433 College Street
Newberry SC 29108
(803) 321-0596

United Way of the Midlands

1800 Main Street
Columbia, SC 29201
Dial 211

HEALTH CARE SERVICES

Newberry County Public Health Department
2111 Wilson Rd.
Newberry, SC 29108
(803) 321-2170

Palmetto Family Primary Health Care

1136 Kincaid Bridge Rd., Ste. A
Winnsboro, SC 29180
(803) 635-1052

Newberry County Memorial Hospital
2669 Kinard Street
Newberry, SC 29108
(803) 276-7570

Free Medical Clinic of Newberry County
2568 Kinard Street PO Box 783
Newberry SC 29108
(803) 276-6665

SPECIAL NEEDS
Children's Rehabilitative Services (CRS) Richland County Public Health Dept.
2000 Hampton Street
Columbia, SC 29204
(803) 576-2800

BabyNet
Richland County Public Health Dept.
2000 Hampton Street
Columbia, SC 29204
(803) 576-2990

Family Connections
1-800-578-8750

DDSN
(803) 276-0078

Vocational Rehabilitation Dept.
855 York Street NE
Newberry, SC 29108
(803) 276-8438

Department of Disabilities and Special Needs
115 Nance St
Newberry SC 29108
(803) 276-0078

LEGAL AID SERVICES
SC Centers for Equal Justice
2109 Bull Street
Columbia, SC 29201
(803) 799-9668 1-888-799-9668

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS
Westview Behavioral Health
800 Main Street
Newberry, SC 29108
(803) 276-5690

Alcoholics Anonymous
(803) 321-2511 or (803) 321-9174

TRANSPORTATION SERVICES
Medicaid Transportation
Access 2 Care

1-855-777-1255

Non-Medicaid Transportation
Council on Aging (COA)
(803) 276-8266

VIOLENCE & NEGLECT RELATED RESOURCES
Department of Social Services (DSS)
County Human Services Center
2107 Wilson Road
Newberry, SC 29108
(803) 321-2155

Sistercare, Inc.
Post Office Box 1029
Columbia, SC 29202
(803) 765-9428 1-800-637-7606

Sexual Trauma Services of the Midlands
2001 - D Greene Street
Columbia, SC 29205
(803) 771-7273

Westview Behavioral Health
Services, Rape Crisis in Newberry
800 Main Street
Newberry, SC 29108
(803) 276-5690

ORANGEBURG COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region III
P.O. Box 1087
Orangeburg, SC 29116-1087
(803) 515-1846

CHILD SUPPORT SERVICES

Dept. of Social Services
2570 St. Matthews Road
Orangeburg, SC 29116
(803) 531-3101
1-800-768-6779

PUBLIC CHILD CARE / DAY CARE SERVICES (OCAB)

Bowman Head Start Center
Bowman Elementary School
131 Popular Street
Bowman, SC 29018
(803) 829-3553

Elloree Head Start Center
Elloree Elementary School
200 Warrior Street
Elloree, SC 29047
(803) 897-2673 Classroom #1
(803) 897-3323 Classroom #2

Eutawville Head Start Center
St. James Elementary School
155 Garden Gate
Eutawville, SC 29048
(803) 492-7062

Family Literacy Head Start Center
394 Brookdale Drive
Orangeburg, SC 29115
(803) 533-6581

Neeses Head Start Center
701 Rice Street
Neeses, SC, 29107-9201
(803) 247-4455

Holly Hill Head Start Center
1490 Brant Avenue
Holly Hill, SC 29059
(803) 496-7373

North Road Head Start Center
4215 North Road
Orangeburg, SC 29115
(803) 533-1666

Santee Head Start Center
Santee Housing Project
180 Cantey Drive, #200
Santee, SC 29142
(803) 854-3897

First Steps
770 Stilton Road
P.O. Box 451
Orangeburg, SC 29115

(803) 533-6441

COUNSELING & MENTAL HEALTH SERVICES

South Carolina - Mental Health America of Orangeburg County
P.O. Box 1351
Orangeburg, SC 29116
(803) 531-6493

Orangeburg Area Mental Health Center
2319 St. Matthews Road
Orangeburg, SC 29115
(803) 536-1571

Holly Hill Mental Health Center
1375 Gilway Extension
P.O. Box 505
Holly Hill, SC 29059
(803) 496-3410
Fax: (803) 496-9185

CRISIS/EMERGENCY SERVICES
Neeses Neighborhood Service Center
6194 Neeses Hwy
Neeses, SC 29107
(803) 247-2691

Regional Medical Center
Orangeburg/Calhoun (TRMC)
3000 St. Matthews Road
Orangeburg, SC 29118
(803) 533-2200

Orangeburg/Calhoun/Allendale/Bamberg (OCAB), Community Action Agency, Inc.
1822 Joe Jeffords Hwy.
Orangeburg, SC 29115
(803) 536-1027

The Edisto United Way
1515 St. Matthews Road,
P.O. Box 810
Orangeburg, SC 29116
(803) 585-9164 or 211
www.uway.org

Greater Edisto Chapter American Red Cross
545 Louis Street
Orangeburg, SC 29116
(803) 534-5735
Disaster relief

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Aiken Pregnancy Care Center
225 Barnwell Ave NW
Aiken, SC 29801
(803) 649-9890

Allendale Pregnancy Care Center

PO Box 542
Allendale SC 29810
803 584-1584

Atlanta Women's Medical Center (Atlanta, GA)
1-800-877-6332

Family Reproductive Health (Charlotte, NC)
1-800-952-9034

Greenville Women's Clinic (Greenville, SC)
1-800-776-0082

Preferred Women's Health Center (Augusta, GA)
1-800-562-7415

Charleston's Women's Medical Center, LLC
1312 Ashley River Road
Charleston, SC 29407
(843) 571-5161

CRISIS PREGNANCY TERMINATION Atlanta Women's Medical Center (Atlanta, GA)
1-800-877-6332

Family Reproductive Health (Charlotte, NC)
1-800-952-9034

Greenville Women's Clinic (Greenville, SC)
1-800-776-0082

Preferred Women's Health Center (Augusta, GA)
1-800-562-7415

Charleston's Women's Medical Center, LLC
1312 Ashley River Road
Charleston, SC 29407
(843) 571-5161

EDUCATIONAL RESOURCES

Prenatal Health Education Classes
Orangeburg County Public Health Dept.
1550 Carolina Avenue
P.O. Box 1126
Orangeburg, SC 29116
(803) 533-7185

Orangeburg-Calhoun Technical College
3250 St. Matthews Road, NE
Orangeburg, SC 29118
(803) 536-0311 1-800-813-6519

EMPLOYMENT SERVICES

Vocational Rehabilitation Dept.

1661 Joe S. Jeffords Hwy., SE
Orangeburg, SC 29115
(803) 534-4939

FAMILY PLANNING/ BIRTH CONTROL SERVICES

Orangeburg County Public Health Dept.

1550 Carolina Avenue
Orangeburg, SC 29115
(803) 536-9060

Orangeburg Calhoun Free Medical Clinic

860 Holly Street
Orangeburg SC 29115
Phone: (803) 534-7200

Holly Hill Public Health Center

932 Holly Street
Holly Hill, SC 29059
(803) 496-3324

Robert E. Howard Family Health Center

1255 Belleville Road
Orangeburg, SC 29115
(803) 533--6534

Family Health Centers, Inc.

2310 Magnolia, NE,
P.O. Box 1806
Orangeburg, SC 29115
(803) 531-6900 / (803) 531-6960

Community Medical Center

Route 1, P.O. Box 641
South Carolina Highway 6
Vance, SC 29163
(803) 492-3031

Northfield Medical Center

7061 Norway Road
Neeses, SC 29107 263-4086
(803) 263-4086

FINANCIAL, FOOD, CLOTHING & HOUSING

Dept. of Social Services

2570 Old St Matthews Road, N.E.
Orangeburg, SC 29116
(803) 531-3101

DHHS

Post Office Box 1407
2570 Old St. Matthews Road NE
Orangeburg, SC 29116
(803) 515-1793

The Benefit Bank at the SC Office of Rural Health

1-800-726-8774
www.thebenefitbank.com

St. Vincent de Paul Society

1710 Amelia Street
Orangeburg, SC 29115
(803) 534-2302
Helping Hands
(803) 536-3182

Samaritan House of Orangeburg

1580 Middleton St
Orangeburg, SC 29115
(803) 516-0088
www.samaritanhouseoforangeburg.org

Orangeburg/Calhoun/Allendale/Bamberg (OCAB), Community Action Agency, Inc.

1822 Joe Jeffords Hwy.
Orangeburg, SC 29115
(803) 536-1027

Women, Infants, & Children (WIC) Supplemental Food Program

Orangeburg County Public Health Dept.
1550 Carolina Avenue
Orangeburg, SC 29116-1126
(803) 536-9060
Appts. Line 1-800-450-1607

Orangeburg County WIC Office

Bowman, SC
(803) 829-3393

Social Security Administration

1391 Middleton Street
Orangeburg, SC 29115
1-866-716-8602

Salvation Army Locations

791 Nottingham Street
Orangeburg, SC 29115
(803) 534-6805

CCMO

(803) 531-4913

Neeses Neighborhood Service Center

6194 Neeses Hwy
Neeses, SC 29107
(803) 247-2691

Dept. of Health and Human Services

Post Office Box 1407
2570 Old St. Matthews Road NE
Orangeburg, South Carolina 29116
(803) 515-1793

Compassion In Action

1842 Joe S. Jeffords Hwy.
P.O. Box 2575
Orangeburg, SC 29116
(803) 534-6060

Greater Edisto Chapter American Red Cross

545 Louis Street

Orangeburg, SC 29116
(803) 534-5735
Disaster relief

HEALTH CARE SERVICES

Orangeburg County Public Health Dept.

1550 Carolina Avenue
Orangeburg, SC 29116-1126
(803) 536-9060

Orangeburg Calhoun Free Medical Clinic

860 Holly Street
Orangeburg SC 29115
Phone: (803) 534-7200

Holly Hill Public Health Center

932 Holly Street
Holly Hill, SC 29059
(803) 496-3324

Family Health Centers, Inc.

3310 Magnolia, Northeast
P.O. Box 1806
Orangeburg, SC 29115
(803) 531-6900

Community Medical Center

10278 Old #6 Highway
Vance, SC 29163
(803) 492-3031

St. Matthews Family Health Center

558 Chestnut Street
St Matthews, SC 29135
(803) 874-2006 1-866-506-9342

Northfield Medical Center

7061 Norway Road
Neeses, SC 29107
(803) 263-4086

St. George Medical Center

401 Ridge Street
St George, SC 29477
(843) 563-5315

Regional Medical Center of Orangeburg/Calhoun counties (TRMC)

3000 St Matthews Road
Orangeburg, SC 29115
(803) 533-2200

Edisto/Orangeburg County Medical Society

Physician Referral Service
(803) 533-2568

SPECIAL NEEDS

Children's Rehabilitative Services (CRS) Orangeburg County Public Health Dept.

1550 Carolina Avenue
Orangeburg, SC 29115
(803) 533-3193

BabyNet

Orangeburg County Public Health
Dept.
1550 Carolina Avenue
Orangeburg, SC 29115
(803) 533-7211

Family Connections

1-800-578-8750

DDSN

(803) 536-1170

Low Country Healthy Start

1732 Villiage Park Drive
St. Matthews Rd.
Orangeburg, SC 29118
(803) 531-8008
Toll Free: 1-888- 581-0319

HOUSING/SHELTER SERVICES

Orangeburg County Housing Authority
1-800-922-5504

LEGAL AID SERVICES

SC Legal Services
126 Associate Parkway

Orangeburg, SC 29118
(803) 533-0116 1-888-346-5592
www.sclegal.org

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS

Alcoholics Anonymous
(803) 534-4682 (803) 534-4854

Tri-County Commission on Alcohol and Drug Abuse Women's Services Dawn Center

(803) 536-4900 (803) 534-1703

William J. McCord Adolescent Treatment Facility

(803) 534-2328

Orangeburg Attention Homes, Inc.

1117 Doyle Street
Orangeburg, SC 29115
(803) 534-0462

Cornerstone Community Church

1481 Chestnut Street
Orangeburg, SC 29115
(803) 539-3952

TRANSPORTATION

Medicaid Transportation
Access 2 Care
1-855-777-1255

Non-Medicaid Transportation

Santee- Wateree RTA
(803) 934-9138
1-800-999-9083

Transportation Management Services, Inc. (TMSI)

1-800-999-9083

VIOLENCE & NEGLECT RELATED SERVICES

Dept. of Social Services
2570 Old St Matthews Road, N..E.
Orangeburg, SC 29116
(803) 531-3101

CASA/Family Systems

P.O. Box 1568
Orangeburg, SC 29116
1-800-298-7228
(803) 534-2272 Admin. Office
(803) 531-6211 Orangeburg Area
(803) 534-2448

RICHLAND COUNTY

ADOPTION SERVICES

Dept. of Social Services, Reg II
2638 Two Notch Road,
Bldg. 200 Suite 200
Columbia, South Carolina 29204
(803) 898-8980
1-888- 711-7095 Toll Free

Adoption Center of South Carolina, Inc.

2740 Devine Street
Columbia, SC 29205
(803) 771-2272
Fax: (803) 771-2272

CHILD SUPPORT SERVICES

Dept. of Social Service
3150 Harden Street, Suite 103
Columbia, SC 29202
(803) 898-9282

PUBLIC CHILD CARE / DAY CARE SERVICES

Children's Center
University of South Carolina
(803) 765-2666

Dept. of Social Services

3220 Two Notch Road
Columbia, SC 29204
(803) 714-7300

Bethlehem Community Center Child Care / Family Assistance

P.O. Box 4186
2500 Elmwood Avenue
Columbia, SC 29204
(803) 254-8385

Children's Garden

(For Homeless Children)
4801 Colonial Drive
P.O. Box 152
Columbia, SC 29202
(803) 333-0608
Fax: (803) 333-9552

GLEAMMS Benedict Head Start

2007 Henry Street
Columbia, SC 29204
(803) 779-7156
Fax 779-7649

Blythewood Learning Center

125-A Boney Rd.
Blythewood, SC 29016
(803) 754-9666
Fax: 754-9043

Fairwold Learning Center

5935 Token Street
Columbia, SC 29201
(803) 735-3435
Fax: (803) 735-3482

Interfaith Community Service of SC

819 Woodrow Street
Columbia, SC 29205
(803) 252-8390

Pineview Learning Center

1916 Pineview Drive
Columbia, SC 29209
(803) 695-1311
Fax: (803) 965-0752

St. Andrews Learning Center

1400 St. Andrews Road
Columbia, SC 29210
(803) 750-0053
Fax: (803) 750-9512

First Steps

2008 Marion St., Suite B
P.O. Box 5100
Columbia, SC 29250
(803) 256-7237 Fax: (803) 212-4205
www.rcfirststeps.org

COUNSELING & MENTAL HEALTH SERVICES

Three Rivers Behavioral Health System

2900 Sunset Blvd.
West Columbia, SC 29169
(803) 796-9911 1-866-796-9911

Palmetto Baptist Medical Center Behavioral Health Services

Taylor and Marion, 5th Floor
Columbia, SC 29220
(803) 988-8765

MIRCI/Friendship Center

3809 Rosewood Drive
Columbia, SC 29205
(803) 786-1844

Columbia Area Mental Health Center

10 Medical Park
Columbia, SC 29201
(803) 898-8888

Family Service Center Of SC

2712 Middleburg Plaza, Suite 207A
Columbia, SC 29204
(803) 733-5450 1-800-922-5651
Fax: (803) 929-6699

Mental Health America of SC

1823 Gadsden Street
Columbia, SC 29201
(803) 779-5363 1-866-6145
www.mha.org

Federation of Families of SC

Richland and Lexington Counties
810 Dutch Square Blvd, Suite 205
Columbia SC 29210

(803) 772-0402

www.fedfamsc.org

Lexington County Mental Health Center

130 N. Hospital Drive
West Columbia, SC 29169
(803) 739-8600

USC Counseling & Human Development Center

(803) 777-5223
USC students only

USC Psychological Service Center

(803) 734-0378

CRISIS/EMERGENCY SERVICES

United Way

HELP LINE (211)

South Carolina Program Assistance Line (PAL)

(803) 734-2080

Poison Control Center

USC College of Pharmacy
Columbia, SC 29208
1-800-222-1222

United Way of the Midlands

1800 Main Street
Columbia, SC 29202
(803) 733-7312

United Way of South Carolina

2711 Middleburg Drive, Suite 307
Columbia, SC 29204
(803) 733-5450

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Birthright of Columbia

1405 Gregg Street
Columbia, SC 29205
(803) 765-0165

Daybreak Crisis Pregnancy Center

2009 C Hampton Street
Columbia, SC 29202
(803) 771-6634

Planned Parenthood

(803) 256-4908 (803) 256-4905

Florence Crittenton - North Carolina

704-372-4663

Florence Crittenton - South Carolina

(843) 722-7526
19 St. Margaret Street
Charleston, SC 29403

EDUCATIONAL RESOURCES

Acercamiento Hispano/Hispanic Outreach

7900 Nell Street
Columbia, SC 29223
(803) 419-5112
Fax: (803) 829-8445

www.schispanicoutreach.org

Palmetto Center for Women YMCA of Columbia

1420 Sumter St.
Columbia SC 29201
803.799.9187 ext. 18

www.palmettocenterforwomen.org

Atlas Road Dream Center

2430 Atlas Rd.
Columbia, SC 29209
(803) 647-9111

PRO-Parents

652 Bush River Rd., Suite 203
Columbia, SC 29210
(803) 772-5688 1-800-759-4776

Greater Columbia Literacy Council (Turning Pages)

4840 Forest Drive,
Ste 6-B, PMB 267
Columbia SC 29206-4810
(803) 240-2441

www.literacycolumbia.org

Columbia Urban League

1400 Barnwell Street
Columbia, SC 29201
(803) 799-8150

Clemson Extension

2020 Hampton Street
Columbia, SC 29201
(803) 576-2080

Mothers Against Drunk Drivers (M.A.D.D.) of South Carolina

2711 Middleburg
Columbia, SC 29204
(803) 748-7333

Big Brothers/Big Sisters

4300 N. Main Street
Columbia, SC 29204
(803) 691-5700

Family Services Center, Inc.

2712 Middleburg Drive, Suite 207A
Columbia, SC 29201
(Serves children 6-18)
(803) 733-5450
Fax: (803) 929-6699

www.fsconline.org

EMPLOYMENT SERVICES

Work Support/ FiSupport Services

(803) 714-7387

Community Relations Council

930 Richland Street
Columbia, SC 29202
(803) 733-1130
Helps with housing, employment and education

Wateree Community Action Council

3220 Two Notch Road
Columbia, SC 29204
(803) 786-4250
Fax (803) 786-4252
Employment search assistance, training, counseling, general emergency assistance

Cecil Tillis Family Life Center

Hope 6 Dept.
2111 Oak Street
Columbia, SC
(803) 254-3886, ext. 220

Job Service Midlands Workforce Center

700 Taylor Street
Columbia, SC 29201
(803) 737-5627

Columbia Urban League

1400 Barnwell Street
Columbia, SC 29201
(803) 799-8150
Fax: 254-6052
www.columbiaurbanleague.org
Employment training and education

Women's Shelter

3425 N. Main Street
Columbia, SC 29203
(803) 779-4706

Work/Life Solutions

700 Taylor St.
Columbia, SC 29202
(803) 737-0210 or (803) 737-1126

Vocational Rehabilitation Dept.

(Lexington and Richland counties)
(803) 896-6333 Boston Ave.
(803) 782-4239 Percival Rd.
(803) 786-0495 Farrow Rd.
(803) 898-8866 Confederate Ave.

FAMILY PLANNING/BIRTH CONTROL SERVICES

Richland County Public Health Dept.

2000 Hampton Street
Columbia, SC 29204
(803) 576-2730

Planned Parenthood

(803) 256-4908 (803) 256-4905
Education, training, gynecological exams, HIV/AIDS testing, & STD testing

Richland Community Health Care

1520 Laurel Street
Columbia, SC 29044
(803) 799-8407

Richland Community Health Care

120 Clarkson Street
Eastover, SC 29044
(803) 353-8741

FINANCIAL, FOOD, CLOTHING, & HOUSING

Dept. of Social Services

3220 Two Notch Road
Columbia, SC 29204
(803) 714-7300 Info
(803) 714-7359 Food Stamps
(803) 714-7566 FI/AFDC/FS
(803) 714-7526 Foster Care
(803) 714-7444 Abuse Intake

DHHS

3220 Two Notch Road
Columbia, SC 29204
(803) 714-7562 or (803) 714-7549

The Benefit Bank at the SC Office of Rural Health

1-800-726-8774
www.thebenefitbank.com

Social Security Administration

1835 Assembly Street
Columbia, SC 29201
1-866-964-7594

Women, Infants, & Children (WIC) Supplemental Food Program

Richland County Public Health Dept.
2000 Hampton Street
Columbia, SC 29204
(803) 576-2900 (803) 576-2940
(803) 576-2942 (803) 576-2943
WIC appointments: (803) 576-1350 or 1-800-403-4047

Fort Jackson WIC Office

4323 Hill Street
Fort Jackson, SC 29207
(803) 751-5281

Shaw AFB WIC Office

(803) 895-4913

Eastover WIC Office

120 Clarkson Street
P.O. Box 248
Eastover, SC 29044
(803) 353-0177

Eau Claire WIC Office

4605 Monticello Road
Columbia, SC 29203
(803) 376-1779

Sharing God's Love

147 Friarsgate Blvd
P.O. Box 1021
Irmo, SC 29063
(803) 732-3188
Fax: (803) 7325699

Cooperative Ministries

3821 W. Beltline Blvd.
Columbia, SC 29202
(803) 799-3853
Clothing and furniture bank. Help with cost of Birth Certificate.

Cooperative Ministries-Blythewood

126 Blythewood Rd
Blythewood, SC
29016
(803) 786-0092
Hours: Mon & Thurs. 9-1

Family Service Center

2712 Middleburg Drive, Suite 207A
Columbia, SC 29201
(803) 733-5450
www.fsconline.org

Salvation Army

2025 Main Street
Columbia, SC 29201
(803) 765-0260
Shelter (803) 771-7491
www.salvationarmy.com

Catholic Charities Of The Midlands

1529 Assembly Street
Columbia, SC 29201-2702
(803) 254-9776

Mission Columbia

Northside Baptist Church
(803) 926-3020
Rent and utilities

Healing Properties Inc

2711 Middleburg Dr # 305
Columbia, SC 29204-2486
(803) 251-3425
www.healingproptiessc.org

Wateree Community Action Council

3220 Two Notch Road
Columbia, SC 29204
(803) 786-4250
Fax (803) 786-4252
Eastover Office: (803) 353-3822

Columbia Metro Baptist Association

1929 Gadsden Street
Columbia, SC 29201
(803) 252-0116

Food Pantry - Rosewood Baptist

(803) 799-0514
Hours: M 10 a.m. - noon

Belmont Baptist

(803) 754-1255
Hours: T 10 a.m. - noon

S.E. Community Baptist

(803) 776-1575
Hours: Th 3:30 p.m. - 5 p.m.

Eau Claire Baptist

(803) 786-7769
Hours: 10-12 noon

God's Storehouse

1731 Risely Road
Columbia, SC 29223
(803) 691-1622
Hours: M-F 9 a.m. - noon,
First Sat. of each month 9 a.m. - noon

God's Helping Hand

919 Holland Avenue
Cayce, SC 29033
(803) 791-4167

God's People in Service

(803) 955-9251
Hours: M W F 9 a.m. - noon
Helps with food.
Serves zip: 29053,123,160

St. Vincent De Paul

(803) 779-0036
Serves zip: 29201, 203 & 205. Help with utilities only
(803) 799-0761
Serves zip: 29204 & 29205

Bethlehem Baptist Church of Columbia, Inc.

1218 Lyon Street
Columbia, SC 29204
(803) 254-5651

Harvest Hope Food Bank

2220 Shop Rd.
Columbia, SC 29202
(803) 254-4432

Oliver Gospel Mission

1100 Taylor Street
Columbia, SC 29201
(803) 254-6470

Family Shelter

2411 Two Notch Road
Columbia, SC 29204
(803) 771-7040

Providence Home

3421 N. Main Street
Columbia, SC 29203
(803) 779-2927

Hannah House

1726 Sumter Street
Columbia, SC 29201-2548
(803) 771-4357

Family Services Center, Inc.

1800 Main Street
Columbia, SC 29201
(803) 733-5450 (803) 929-6699

Alston Wilkes Society

3519 Medical Drive
Columbia, SC 29203
(803) 799-2490
www.alstonwilkessociety.org

Women's Shelter

3425 N. Main Street
Columbia, SC 29203
(803) 779-4706

Columbia Housing Authority

1917 Harden Street
Columbia, SC 29204
(803) 254-3886

Carolina Children's Home

3201 Trenholm Road
Columbia, SC 29204
(803) 782-1421

Epworth Children's Home

2900 Millwood
Columbia, SC 29250
(803) 256-7394
Residential services for school age children

St. Lawrence Place

2400 Waites Road
Columbia, SC 29204
(803) 256-3999

His House

764 Meeting Street
W. Columbia, SC 29169
(803) 791-0557

Eau Claire Community Council

(803) 691-1168
Eau Claire Residents Only

Daybreak Crisis Pregnancy Center

2009 C Hampton Street
Columbia, SC 29202
(803) 771-6634

United Way 211 -Midlands

United Way of the Midlands
P.O. Box 6336
Columbia, SC 29260
211 or (803) 733-7312
Fax: (803) 779-7803
www.uway.org

HEALTH CARE SERVICES

Palmetto Healthy Start

Palmetto Richland Memorial Hospital
(803) 296-3780
www.palmettohealth.com/healthystart

Richland County Public Health Dept.
2000 Hampton Street
Columbia, SC 29204
(803) 576-2900

**Richland County Public Health Dept.
Family Support Services Coordinator**
(803) 576-2783
(803) 576-2845 Central Intake

**Richland Community Health Care
Richland Primary Care Center**
1520 Laurel Street
Columbia, SC 29201
(803) 799-8407

**Palmetto Family Primary Health
Care Centers, Inc.**
1136 Kincaid Bridge Rd., Ste. A
P.O. Box 326
Winnsboro, SC 29180
(803) 635-1052

Richland Community Health Care
120 Clarkson Street
P.O. Box 248
Eastover, SC 29044
(803) 353-8741

Children & Family Health Center
2638 Two Notch Rd., Suite 110
Columbia, SC 29204
(803) 256-2500

Palmetto Baptist Medical Center
Taylor at Marion
Columbia, SC 29220
(803) 296-5010

Palmetto Richland Memorial Hospital
5 Richland Medical Park
Columbia, SC 29203
(803) 434-7000

Providence Hospital
2435 Forest Drive
Columbia, SC 29204
(803) 256-5300

Providence Hospital Northeast
120 Gateway Corporate Blvd
Columbia, SC 29203
(803) 865-4500

Ambulatory Care Center
3301 Harden Street
Columbia, SC 29203
(803) 434-4100

Columbia Free Medical Clinic
1875 Harden Street
Columbia, SC 29204
(803) 765-1503
Health care for all

Eau Claire Internal Medicine
4801 Monticello Rd.
Columbia, SC 29203
754-0151

Waverly Family Practice & OB/GYN
2117 Gervais Street
Columbia SC 29204
(803) 748-1181

**Palmetto Richland Mem Hospital
Family Practice Center**
6 Richland Medical Park Drive
Columbia SC 29203
(803) 434-6113

SC Children's AIDS Care System
(803) 898-0650

SC HIV/AIDS Council
(803) 254-6644

Children's Dental Clinic
Richland County Public Health Dept.
2000 Hampton Street
Columbia, SC
(803) 576-2736
Referral only

Midlands Family Medical Center
1115 Calhoun Street
Columbia, SC 29201
(803) 254-3676

**Midland Technical College Allied
Dental**
(803) 822-3450

**Small Smiles Children's Dental Clinic of
Columbia**
3000 Two Notch Road
Columbia, SC 29204
(803) 691-9930

SPECIAL NEEDS

James R. Clark Sickle Cell Foundation
1420 Gregg Street
Columbia, SC 29201
(803) 765-9916

**Children's Rehabilitative Services
(CRS)**
2000 Hampton Street, Room 2010
Columbia, SC 29204
(803) 576-2800

BabyNet
Richland County Public Health Dept.
2000 Hampton Street, Room 2011
Columbia, SC 29204
(803) 576-2987

Family Connection of SC Inc
2712 Middleburg Dr # 103B
Columbia, SC 29204-2415
(803) 252-0914 or 1-800-578-8750

**Richland/Lexington Disabilities and
Special Needs**
420-A Rivermont Drive
Columbia, SC 29210
(803) 252-5179
Fax: (803) 252-5981

Association for the Deaf
437 Center Street
West Columbia, SC 29165
(803) 794-3175

Federation Center of the Blind
119 Kilbourne Road
Columbia, SC 29169
(803) 254-3777

LEGAL AID SERVICES

Lawyer Referral Service, SC
950 Taylor St.
Columbia, SC 29202
1-800-868-2284 (803) 733-7100
www.scbarr.org/LRS

SC Centers for Equal Justice
2109 Bull Street
Columbia, SC 29201
(803) 799-9668 1-800-799-9668

Legal Aid
(803) 744-9430
Outside SC: 1-888-346-5592

**University of South Carolina Law
School Clinic**
(803) 777-2278
Palmetto Center for Women

YMCA of Columbia
1420 Sumter St.
Columbia SC 29201
803.799.9187 ext. 18
www.palmettocenterforwomen.org

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS

**Three Rivers Behavioral Health
System**
2900 Sunset Blvd.
West Columbia, SC 29169
(803) 796-9911 1-866-796-9911

**Palmetto Baptist Medical Center
Behavioral Health Services**
(803) 988-8765

Oxford House
(803) 708-6742

Richland Springs
11 Richland Medical Park
Columbia, SC 29203
(803) 434-4800

Palmetto Baptist Adolescent substance abuse
(803) 951-1902

Alcoholics Anonymous
3014 Devine Street
Columbia, SC 29205
(803) 254-5301

AI-Anon Family Groups
(803) 735-9944

Narcotics Anonymous
(803) 254-6262

Dept. of Mental Health Alcohol and Drug Addiction Center, Inpatient Treatment
Morris Village
(803) 935-7101

Alston Wilkes Society
3519 Medical Dr.
Columbia, SC 29203
(803) 799-2490
www.alstonwilkessociety.org
Veterans Only

Alcohol and Drug Abuse Council (LRADAC)
Lexington/Richland
(803) 256-3100 (803) 733-1380
Lexington (803) 733-1376

Maternal Outreach Management Services (MOMS)
Medical Detoxification for Women & Men
(803) 726-9449

Women's Community Residence Women's Intensive Outpatient Treatment
(803) 726-9450

Williams Jennings Bryan Dorn Veterans Hospital Addictions Treatment Unit
(803) 776-4000 ext. 6403

Family Services Center, Inc.
1800 Main Street

Columbia, SC 29201
(803) 733-5450
Fax: (803) 929-6699

Morris Village Columbia Behavioral Health System
610 Faison Dr.
Columbia, SC 29203
(803) 935-7100
Fax: (803) 935-7329

TRANSPORTATION Medicaid Transportation
Access 2 Care
1-855-777-1255

Non-Medicaid Transportation
Title XIX, Council on Aging
(803) 254-7734 ext. 234

Cooperative Ministries
1928 Taylor Street
Columbia, SC 29202
(803) 799-3853

Dial A Ride Transit (DART)
3613 Lucius Rd.
Columbia, SC 29204
(803) 255-7123

VIOLENCE & NEGLECT RELATED SERVICES
South Carolina Coalition Against Domestic Violence and Sexual Assault (SCCADVASA)
1320 Richland Street
Columbia, SC 29202
(803) 256-2900 1-800-260-9293

Dept. of Social Services
3220 Two Notch Road
Columbia, SC 29204
(803) 735-7000
(803) 714-7444 Abuse hotline

Sistercare
P.O. Box 1029
Columbia, SC 29202
(803) 765-9428 1-800-637-7606

Killingsworth
1831 Pendleton Street

Columbia, SC 29201
(803) 771-6359

Providence Home
3423 1/2 N. Main Street
Columbia, SC 29203
(803) 779-2927

Domestic Abuse Center
(803) 256-0468

Post Trauma Resources Outpatient Counseling
(803) 765-0700

Sexual Trauma Services of the Midlands
3700 Forest Drive, Suite 350
Columbia, SC 29204
(803) 771-7273

Children's Trust of SC
1634 Main Street
Columbia, SC 29201
(803) 733-5430

Nurturing Center
1332 Pickens Street
Columbia, SC 29201
(803) 771-4160

Parents Anonymous
1712 Hampton Street
Columbia, SC 29202
(803) 744-4034 1-800-244-5373
Treatment & prevention of child abuse and neglect

National Center for Missing and Exploited Children
2008 Marion Street, Suite C
Columbia, SC 29201
(803) 254-2326

CASA
Richland County Court Appointed Special Advocate
1701 Main Street, Suite 407
Columbia, SC 29201
(803) 576-1735

SALUDA COUNTY

ADOPTION SERVICES

Dept. of Social Services, Region II
2638 Two Notch Rd.
Columbia, SC 29204
(803) 898-8980, or 1-888-711-7095

CHILD SUPPORT SERVICES

Dept. of Social Services
240 Stoneridge Drive

Greystone Bldg #1
Columbia, SC 29210
(803) 253-7566

PUBLIC CHILD CARE/ DAY CARE SERVICES

GLEAMMS
Saluda Head Start Center
404 N. Bouknight Ferry Rd.
Saluda, SC 29138
(864) 445-9009

First Steps

103 S. Rudolph Street
Saluda, SC 29138
(864) 993-0610

COUNSELING & MENTAL HEALTH SERVICES

Saluda Mental Health Clinic
206 Travis Avenue
Saluda, SC 29138
(864) 445-8122

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

A Place For Us Ministries
601 Montague Ave
Greenwood, SC 29649
(864) 229-4243
www.aplaceforus.com
aplace@qoqenis.com

UnWed Mothers
(864) 617-8069

CRISIS PREGNANCY TERMINATION

Atlanta Women's Medical Center
(Atlanta, GA)
1-800-877-6332

Family Reproductive Health
(Charlotte, NC)
1-800-952-9034

Greenville Women's Clinic (Greenville, SC)
1-800-776-0082

Preferred Women's Health Center
(Augusta, GA)
1-800-562-7415

Charleston's Women's Medical Center, LLC

1312 Ashley River Road
Charleston, SC 29407
(843) 571-5161

EDUCATIONAL RESOURCES

Piedmont Technical College
620 N. Emerald Road
Greenwood, SC 29648-8324
(864) 941-8324 1-800-868-5528

EMPLOYMENT SERVICES

GLEAMMS Human Resource Commission
(864) 223-8434

Vocational Rehabilitation Dept.

(864) 229-5827
Abbeville, Greenwood, McCormick and Saluda

FAMILY PLANNING BIRTH CONTROL SERVICES

Saluda Public Health Dept.
613 Newberry Hwy.
Saluda, SC 29138
(864) 445-2141

Carolina Health Centers, Inc.

Saluda Family Practice
219 Greenwood Hwy.
P.O. Box 275
Saluda, SC 29138
(864) 445-2181

Ridge Spring Family Practice

201 Aiken Road
P.O. Box 128
Ridge Spring, SC 29129
(803) 685-3100

FINANCIAL, FOOD, CLOTHING & HOUSING

Dept. of Social Services
613 Newberry Hwy.
Saluda, SC 29138
(864) 445-2139 Fax: (864) 445-7088

DHHS

Post Office Box 245
613 Newberry Hwy
Saluda, SC 29138
(864) 445-2139

The Benefit Bank at the SC Office of Rural Health

1-800-726-8774
www.thebenefitbank.com

GLEAMMS Human Resource Commission
(864) 223-8434

Women, Infants, & Children (WIC) Supplemental Food Program
Saluda Public Health Dept.
613 Newberry Hwy.
Saluda, SC 29138
(864) 445-2141

Social Security Administration
115 Enterprise Court, Suite C
Greenwood, SC 29649
1-866-739-4803

HEALTH CARE SERVICES

Saluda Public Health Dept.
613 Newberry Hwy.
Saluda, SC 29138
(864) 445-2141

Carolina Health Centers, Inc.

Saluda Family Practice
219 Greenwood Hwy.
P.O. Box 275
Saluda, SC 29138
(864) 445-2181

Carolina Health Centers, Inc.

Uptown Family Practice
311 Main Street
Greenwood, SC 29646
(864) 229-4446

Carolina Health Center, Inc.

McCormick Family Practice
219-A North Street
McCormick, SC 29835
(864) 852-3336

Carolina Dental Practice

219 - B N. Mine Street
McCormick, SC 29835
(864) 852-2571
Hours: Th-Fri. 8 a.m. - 5 p.m.

Carolina Health Center, Inc.

Ware Shoals Family Practice
85 South Greenwood Avenue
P.O. Box 389
Ware Shoals, SC 29629
(803) 456-7436

Carolina Health Center, Inc.

Ridge Spring Family Practice
201 Aiken Road
P.O. Box 128
Ridge Spring, SC 29129
(864) 685-3100

SPECIAL NEEDS

Children's Rehabilitative Services (CRS) Greenwood County Public Health Dept.
1736 S. Main Street
Greenwood, SC 29646
(864) 227-5938

BabyNet

Greenwood County Public Health Dept.
1736 S. Main Street
Greenwood, SC 29646
(864) 227-5905, Fax: (864) 231-2800
1-866-637-6831

Family Connections

1-800-578-8750

DDSN

(864) 942-8900

LEGAL AID SERVICES

SC Legal Services, Inc.

701 S. Main Street
Greenville, SC 29601
1-888-346-5592

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS

Saluda County Dept. of Alcohol and Other Drug Abuse Services

(864) 445-2968

TRANSPORTATION SERVICES

Medicaid Transportation

LogistiCare
1-866-910-7688

Non-Medicaid Transportation

Edgefield County Council on Aging
(803) 637-5326

VIOLENCE & NEGLECT RELATED RESOURCES

Dept. of Social Services

613 Newberry Hwy.
Saluda, SC 29138

(864) 445-2139

Laurens County Safe Home

P.O. Box 744
Clinton, SC 29325
(864) 682-7270

Cumbee Center to Assist Abused Persons

P.O. Box 1293
Aiken, SC 29802
(803) 649-0480

Coalition to Assist Abused Persons, Inc.

(864) 649-0480 (864) 648-9900
Edgefield Satellite Office:
Center for Survivors (864) 637-4037

SUMTER COUNTY

ADOPTION SERVICES

Dept. of Social Services Reg 4

181 E. Evans Street
BTC - 112
Florence, SC 29506
(843) 661-2495 Main
(800) 763-6637 Toll Free

CHILD SUPPORT SERVICES

Dept. of Social Services

240 Stoneridge Drive,
Greystone Bldg #1
Columbia, SC 29210
(803) 253-7566

PUBLIC CHILD CARE/ DAY CARE SERVICES

Wateree Community Actions, Inc.

Head Start Program
1155 N. Lafayette Drive
Sumter, SC 29150
(803) 775-2603 (803) 773-1291

Morris College Headstart

100 College Street
Morris College Campus
Sumter, SC 29150
(803) 773-9811

CRB Johnson Head Start

West and Clark Street
Pinewood, SC 29125
(803) 452-5368

Goodwill Head Start

225 N. Brick Church Road
Mayesville, SC 29104
(803) 495-8466

Friendship Child Care Center

80 Friendship Apartments
525 E. Calhoun Street
Sumter, SC 29150
(803) 775-8931

South Sumter Head Start Center

1155 Lafayette Drive
Sumter, SC 29150
(803) 773-1291

Statesburg Headstart Center

200 North Kings Hwy.
Sumter, SC 29154
(803) 494-2437

First Steps

112 Broad Street
P.O. Box 2331
Sumter, SC 29151
(803) 774-3500

COUNSELING AND MENTAL HEALTH SERVICES

Tuomey Regional Medical Center

129 N. Washington Street
Sumter, SC 29150
(803) 778-9000

Mental Health Center

(803) 775-9364

Santee-Wateree Mental Health Center Child & Adolescent Services

217 1/2 N. Washington Street
Sumter, SC 29150
(803) 775-8682

Children, Adolescents & Family Services, Inc.

1175 N. Guignard
Sumter, SC 29150
(803) 775-7898

Pastoral Counseling Center

207 N. Main Street
Sumter, SC 29150
(803) 775-3510

CRISIS/ EMERGENCY SERVICES

Salvation Army

16 Kendrick Street
Sumter, SC 29150
(803) 775-9337

Tuomey Regional Medical Center

129 N. Washington Street
Sumter, SC 29150
(803) 774-9000 (803) 771-4357

United Way of Sumter/Clarendon/Lee

215 N. Washington Street
P.O. Box 957
Sumter, SC 29150
(803) 773-7935

American Red Cross

1155 N. Guignard Drive, Suite 2
Sumter, SC 29150
(803) 775-2363

CRISIS PREGNANCY SERVICES & ADOPTION CHOICES

Light of Hope Pregnancy Center

207 N. Main Street, 2nd Floor
Sumter, SC 29150
(803) 773-8858

Florence Crittenton - North Carolina

(704) 372-4663

Florence Crittenton - South Carolina

(843) 722-7526
19 St. Margaret Street
Charleston, SC 29403

CRISIS PREGNANCY TERMINATION

Atlanta Women's Medical Center (Atlanta, GA)

1-800-877-6332

Family Reproductive Health (Charlotte, NC)

1-800-952-9034

Greenville Women's Clinic (Greenville, SC)

1-800-776-0082

Preferred Women's Health Center (Augusta, GA)

1-800-562-7415

Charleston's Women's Medical Center, LLC

1312 Ashley River Road
Charleston, SC 29407
(843) 571-5161

EDUCATIONAL RESOURCES

Sumter YWCA

246 Church Street
Sumter, SC 29150
(803) 775-2763 (803) 773-7158

Central Carolina Technical College

506 N. Guignard Drive
Sumter, SC 29150-2499
(803) 778-1961

Morris College

100 W. College Street
Sumter, SC 29150
(803) 775-9371

Sumter County Career Center

2612 McCray's Mill Road
Sumter, SC 29154
(803) 481-8575

University of South Carolina

200 Miller Road
Sumter, SC 29150-2498
(803) 775-6341

JTPA

2612 McCray's Mill Road
Sumter, SC 29154
(803) 481-8578

DIAMONDS Teen Pregnancy Prevention

26 Council Street Room 5
Sumter, SC 29150
(803) 774-2240

Teen Pregnancy Prevention Council and Task Force

Sumter T.P.P.C.
Sumter County Public Health Dept.
105 N. Magnolia Street
Sumter, SC 29150
(803) 773-5511, Ext. 329

Sumter-Lee Adult Education

905 N. Main Street
Sumter, SC 29150
(803) 778-6432

EMPLOYMENT SERVICES**Employment Security Commission**

29 E. Calhoun Street
Sumter, SC 29150
(803) 773-7359

Vocational Rehabilitation Dept.

1760 N. Main Street
Sumter, SC 29153
(803) 469-2960

Goodwill Industries of Sumter

1028 Broad Street
Sumter, SC 29150
(803) 774-5006
www.palmettogoodwill.org/employment

Goodwill Industries

Job Connection Location
16771 Springdale Drive
Camden, SC 29020
(803) 432-1150
Hours: Monday – Friday,
9 a.m. - 12 p.m., 1- 5p.m.
www.goodwillsc.org

Sumter Workforce Center

31 E. Calhoun Street
Sumter, SC 29150
(803) 774-1300
www.workforcesouthcarolina.com
Monday - Friday, 8:30 a.m. – 5 p.m.

Wateree Employment and Training

32 E. Liberty Street
Sumter, SC 29150
(803) 775-5596
www.watereecommunityactionsinc.org

FAMILY PLANNING / BIRTH CONTROL SERVICES**Sumter County Public Health Dept.**

105 N. Magnolia Street
Sumter, SC 29151
(803) 773-5511

FINANCIAL, FOOD, CLOTHING & HOUSING**Dept. of Social Services**

105 N. Magnolia Street, Third Floor
P.O. Box 2547
Sumter, SC 29151
(803) 773-5531 (803) 775-2273

DHHS

P.O. Box 2547
105 North Magnolia Street, 3rd Floor
Sumter, SC 29150
(803) 774-3447

Social Security Administration

240 N. Bultman Drive
Sumter, SC 29150
(877) 445-0840
Hours: 8:30 a.m. - 3:30 p.m.

The Benefit Bank at the SC Office of Rural Health

800-726-8774
www.thebenefitbank.com

Harvest Hope Food Bank

2220 Shop Road
Columbia, SC 29201
(803) 254-4432
www.harvesthope.org

Our Brother's Keeper Society

103 E. Calhoun Street
Sumter, SC 29150
(803) 775-2855
Hours: Monday - Thursday,
11 a.m. - 5 p.m.
Food Pantry

Berea Community Service Center

675 S. Lafayette Blvd.
Sumter, SC 29150
(803) 773-3077
Food Pantry

Sumter SDA Church

103 N. Pike West
Sumter, SC 29150
(803) 775-4455
Hours: 9 a.m. - 12 p.m.
Food Pantry

Miracle Deliverance Temple

1010 North Guignard Drive
Sumter, SC 29150
(803) 934-1444
Hours: 4th Saturday 12 - 2 p.m.
Food Pantry

CSFP- Southview Apartments

600 Hillard Drive
Sumter, SC 29150
(803) 934-1239
Hours: 3rd Tuesday 1- 2:15 p.m.
Food Pantry

Bethesda Church of God

2730 Broad Street
Sumter, SC 29150
(803) 469-2585
Food Pantry

Sumter Pine Grove

433 Old Manning Road
Sumter, SC 29150
(803) 481-2041

CSFP- Bassett Park Apartments

1390 Granville Court
Sumter, SC 29150

(803) 469-8235
Hours: 3rd Thursday 2 - 4 p.m.
Food Pantry

Crisis Closet

Santee Baptist Association
234 Broad Street
Sumter, SC 29150
(803) 775-6524

Salvation Army

16 Kendrick Street
Sumter, SC 29150
(803) 775-9337

United Ministries

36 Artillery Drive
Sumter, SC 29150
(803) 775-0757

American Red Cross

1155 N. Guignard Drive, Suite 2
Sumter, SC 29150
(803) 775-2363

Women, Infants, & Children (WIC) Supplemental Food Program

Sumter County Public Health Dept.
105 N. Magnolia Street
Sumter, SC 29151
(803) 773-5511

Shaw AFB WIC Office

(803) 895-4913

Wateree Community Action

(803) 773-6512
(803) 775-4354 Ext. 115

Samaritan House

320 Oakland Street
Sumter, SC 29150
(803) 775-0024

Sumter County Housing Authority

15 Caldwell Street
Sumter, SC 29150
(803) 775-2051 (803) 775-4357

Habitat for Humanity

30 Bridge Court
Sumter, SC 29150
(803) 775-5767
www.habitatsumter.org

Santee-Lynches Affordable Housing And Community Development Corporation, Inc

255 Broad Street
Sumter, SC 29150
(803) 436-0020
Toll Free: 1-877-736-0003

HEALTH CARE SERVICES

Sumter County Public Health Dept.
105 N. Magnolia Street

Sumter, SC 29150
(803) 773-5511

Tuomey Regional Medical Center
129 N. Washington Street
Sumter, SC 29150
(803) 774-9000

Wateree AIDS Task Force
Sumter County Public Health Dept.
105 N. Magnolia Street
(803) 773-5511

Sumter Pediatrics
237 Church Street
Sumter, SC 29150
(803) 775-6311

Light of Hope Crisis
Pregnancy Center
207 N. Main Street
Sumter, SC 29150
(803) 773-8858

Sandhills Medical Foundation
425 N. Salem Street
Sumter, SC 29150
(803) 778-2442
www.sandhillsmed.org

Sumter Family Health Center – Sumter Office
1278 N. Lafayette Drive
P.O. Box 250
Sumter, SC 29150
(803) 774-4500
www.sumterfhc.com

Sumter Family Health Center – Pinewood Office
25 E. Clark Street
P.O. Box 517
Pinewood, SC 29125
(803) 452-5151
www.sumterfhc.com

American Cancer Society
128 Stonemark Lane
Columbia, SC 29210-3855
(803) 750-1790
www.cancer.org

American Diabetes Association
1-800-DIABETES (1-800-342-2383)
www.diabetes.org

American Lung Association
1817 Gadsden Street
Columbia, SC 29201
(803) 779-5864
www.lungsc.org

American Heart Association
520 Gervais Street, # 300
Columbia, SC 29201-3071
(803) 738-9540

www.heart.org/HEARTORG/

SPECIAL NEEDS
Children’s Rehabilitative Services (CRS) Sumter County Public Health Dept.
105 N. Magnolia Street
Sumter, SC 29150
(803) 773-5511

BabyNet
DHEC Region 4
105 N. Magnolia Street
Sumter, SC 29150
(803) 773-5511

Sumter Disabilities and Special Needs Board
1750 Electric Drive
P.O. Box 2847
Sumter, SC 29151
(803) 778-1669
SCDSNB@FTC--1.net

Family Connections
1-800-578-8750

Federation of Families
1-866-779-0402
Child and Parent Support - for children with mental health needs

LEGAL AID SERVICES
Palmetto Legal Services
2109 Bull Street
Columbia, SC 29201
(803) 799-9668 1-888-799-9668

South Carolina Lawyer Referral Service
1-800-868-2264

SUBSTANCE ABUSE SUPPORT & TREATMENT PROGRAMS
Tuomey Regional Medical Center
129 N. Washington Street
Sumter, SC 29150
(803) 774-9000

Alcoholics Anonymous
1 Warren Street
Sumter, SC 29150
(803) 775-1852

Sumter County Commission on Alcohol and Drug Abuse
(803) 775-6815
(803) 775-5080 Adult services
(803) 773-9979 Adolescent services

Freedom House
(803) 436-2462
Liberty House
(803) 778-1013

Women’s Prevention Services

(803) 778-2835

New Alternatives
Family Treatment Center
141 N. Main Street
Sumter, SC
(803) 775-5080

TRANSPORTATION
Medicaid Transportation
Access 2 Care
1-855-777-1255

Non-Medicaid Transportation
Santee/Wateree Regional Transportation Authority (RTA)
(803) 934-0396

Santee Wateree Regional Transportation Authority
P.O. Box 2462
Sumter, SC 29151
(803) 775-9347
Toll free: 1-888-748-4987
www.swrta.com

VIOLENCE, NEGLECT & ABUSE RELATED RESOURCES
YWCA of the Upper Lowlands
246 Church Street
Sumter, SC 29150
(803) 775-2763 (803) 773-7158

Salvation Army
(803) 775-9337

Dept. of Social Services
105 N. Magnolia Street
Third & Fourth Floor
Sumter, SC 29151
(803) 773-5531 (803) 775-2273

Rape Crisis Lines
(803) 773-7158

OTHER HEALTH RELATED RESOURCES
Sumter Senior Services
110 N. Salem Avenue
Sumter, SC 29150
(803) 773-5508
www.sumterseniorservices.org

Delaine Center
5400 Cane Savannah Road
Wedgfield SC 29168
(803) 494-9410

SSS Activity Center
119 S. Sumter Street
Sumter, SC 29150
(803) 775-5815

Shiloh Randolph
125 W. Randolph Street
Sumter, SC 29150

(803) 773-5156

Shiloh / St. John Center
Pudding Swamp Road
(843) 659-4201

Mayesville Center-Recreation Only
Pringle Street
Mayesville, SC 29104
(803) 453-5979

Birnie Hope Center
210 S. Purdy Street
Sumter, SC 29150
(803) 436-02645
birniehopecenter@sumter-sc.com

North Hope Center
904 N. Main Street
Sumter, SC 29150
(803) 436- 2691
northhopecenter@sumter-sc.com

South Hope Center
1125 S. Lafayette Blvd.
Sumter, SC 29150
(803) 436-2653
Hours: Monday - Friday, 8a.m. - 7p.m.
southhopecenter@sumter-sc.com

Sumter County Active Lifestyles
155 Haynsworth Street
Sumter, SC 29150
(803) 774-3861

To access walking routes and bicycle routes through Sumter, visit www.sumtercountyactivelifestyles.org/publications.php

Sumter County Recreation and Parks
155 Haynsworth Street
Sumter, SC 29150
(803) 436-2248
www.sumtercountysc.gov/departments/recreation

Sumter Family YMCA
510 Miller Road
Sumter, SC 29150
(803) 773-1404
www.ymcasumter.org