



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,

A handwritten signature in black ink, appearing to read "Erinn Rowe". The signature is fluid and cursive, with a large initial "E" and a stylized "R".

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.

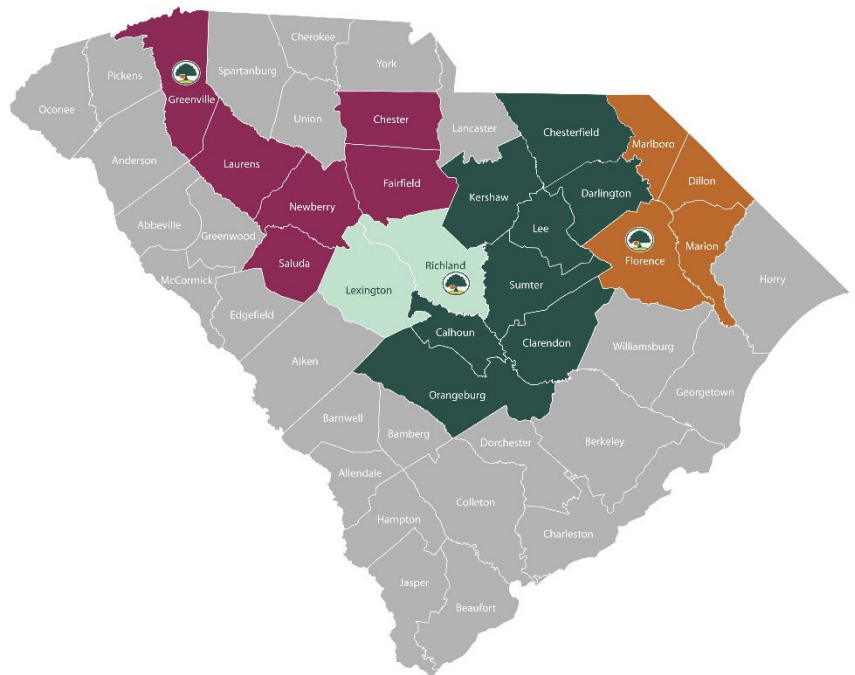


## Food Sources

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

## SECTION 2: 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.



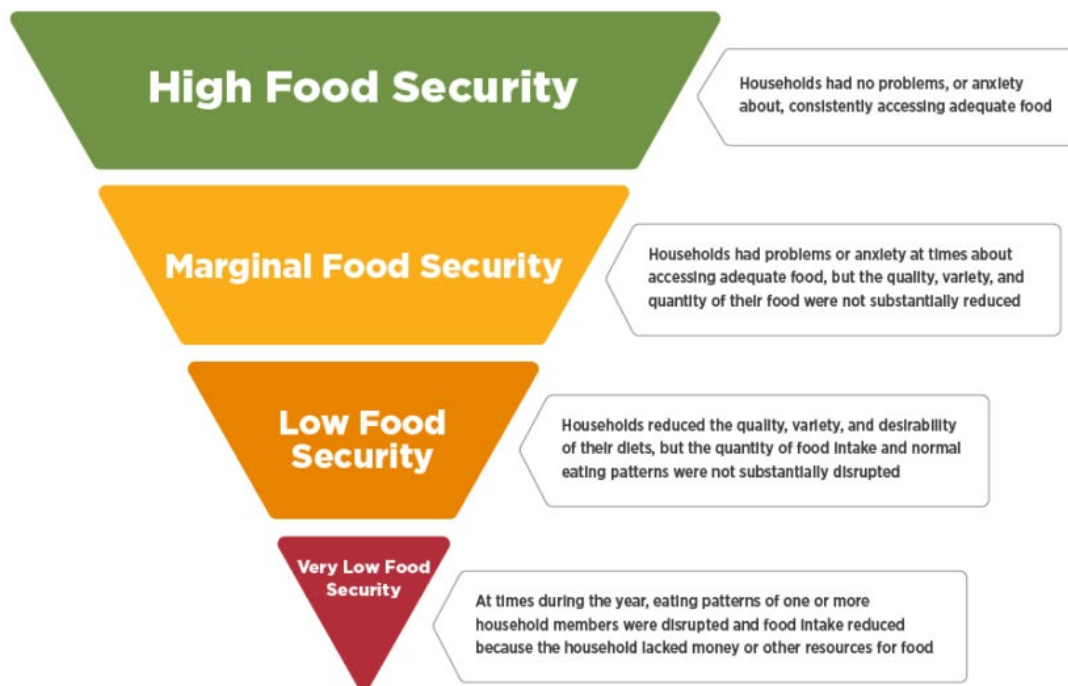
**IN SOUTH  
CAROLINA,  
1 IN 7  
CHILDREN  
FACE HUNGER.**

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.

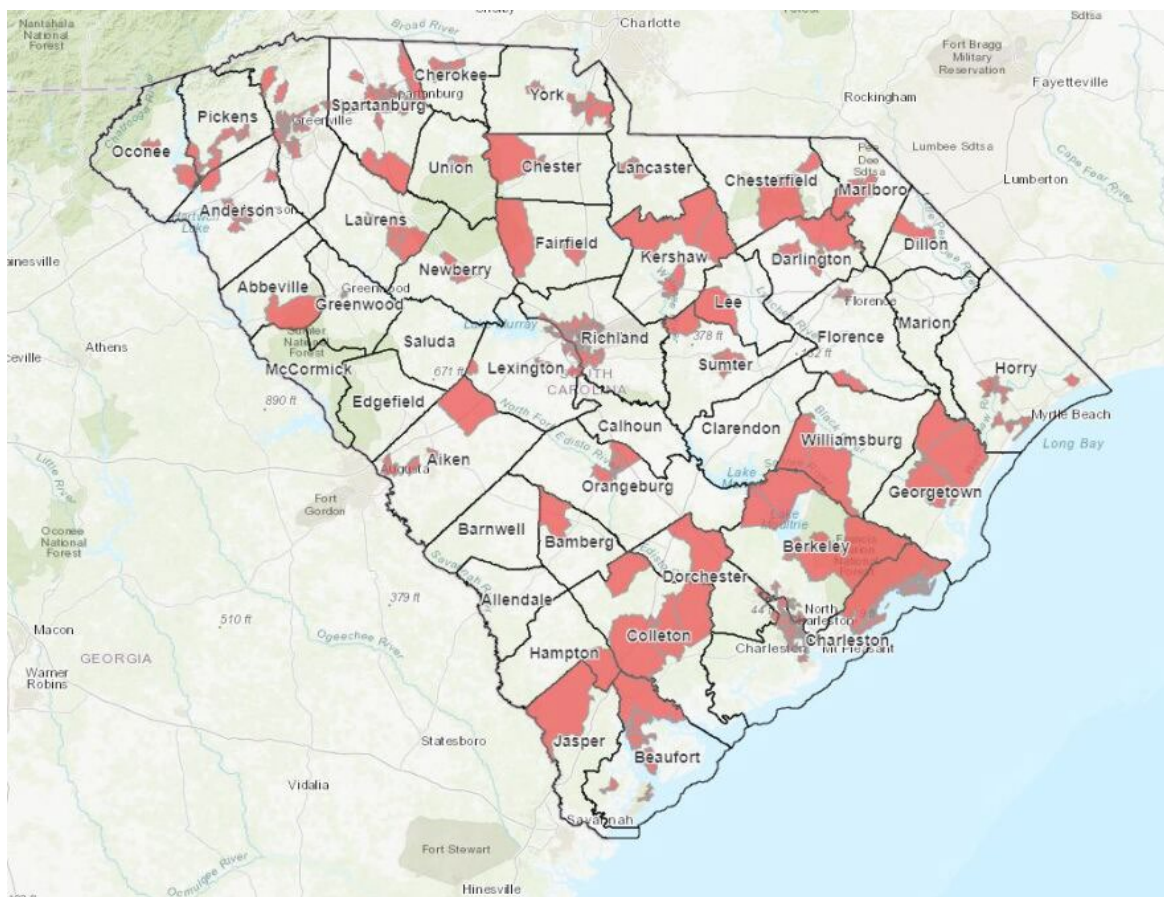
The other defining characteristic of food deserts is socio-economic. These are mostly found in communities with racial and ethnic populations, as well as in low-income areas and low-income areas (where many people don't have reliable, private or public transportation).

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:

- |   |  |
|---|--|
| • <b>Meet with the Agency Relations Staff</b> | • <b>Financial Requirements</b>                |
| • <b>Food Bank overview</b>                   | • <b>Shared Contribution</b>                   |
| • <b>Programs available</b>                   | • <b>Ordering Guidelines and Other Records</b> |
| • <b>Monitoring &amp; Compliance</b>          | • <b>Distribution Practices</b>                |
| • <b>Communication with the Food Bank</b>     |  |
| • <b>Public Relations</b>                     |  |

## 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](http://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.

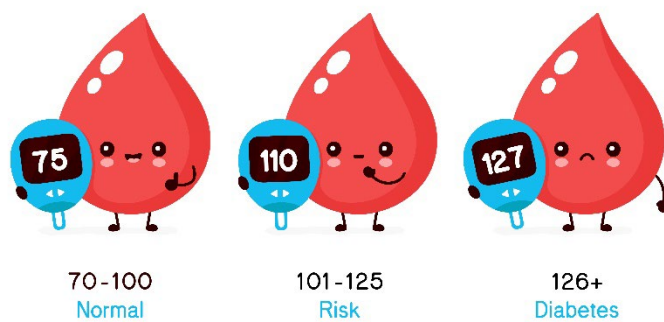


## Diabetic Box Program

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](http://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



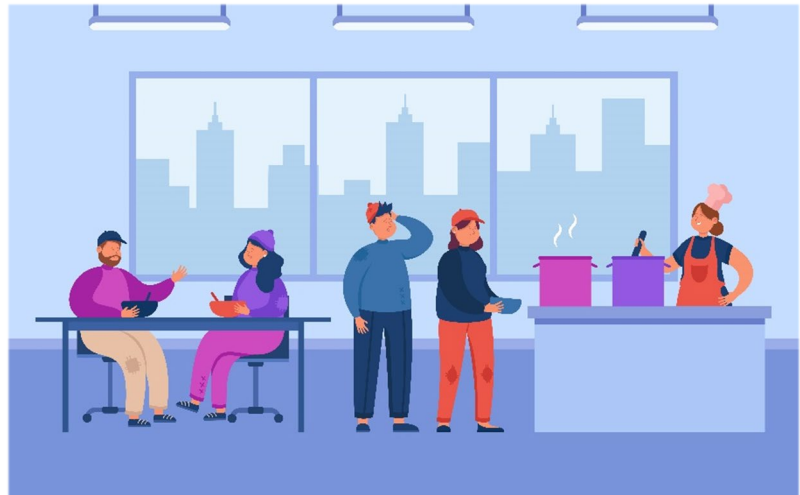
Food Pantries must keep records including the names, zip code of location, ages, FNS, employment status, and the number of people in each client family served. Starting in 2023 the Link2Feed Software designated by HHFB must be used for client tracking. Paper files may be used in addition to the cloud-based 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 1<sup>st</sup> of the following month. Reports not received by the 1<sup>st</sup> 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 1<sup>st</sup> 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.

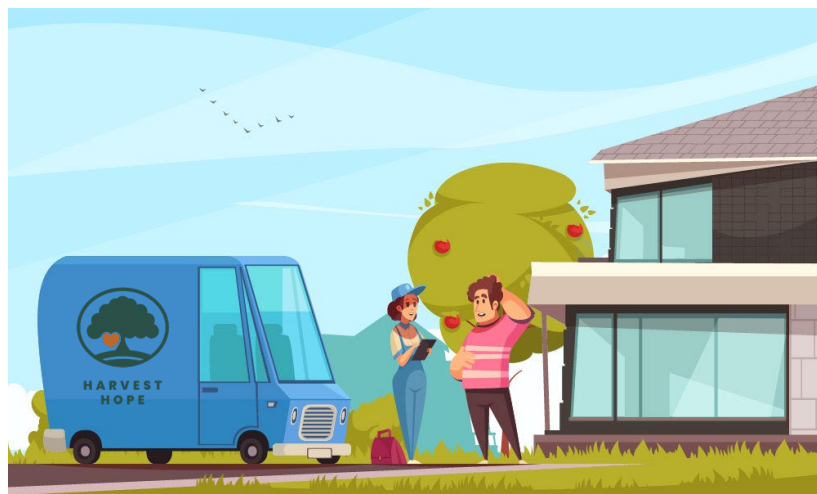
**Please note that partner relief organizations are generally notified about site visits, but they may be unannounced as needed. Unannounced visits are usually conducted when an agency is difficult to reach or there is evidence that there are compliance issues.**

## 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.

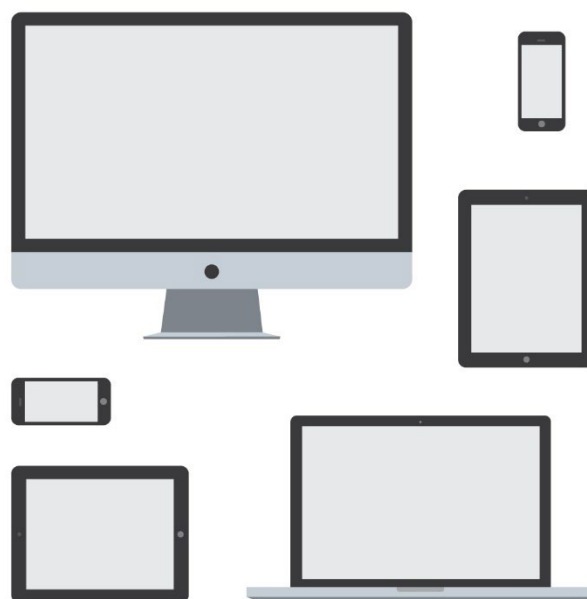
### COMMUNICATING CHANGES IN PROGRAMS OR PERSONNEL

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.



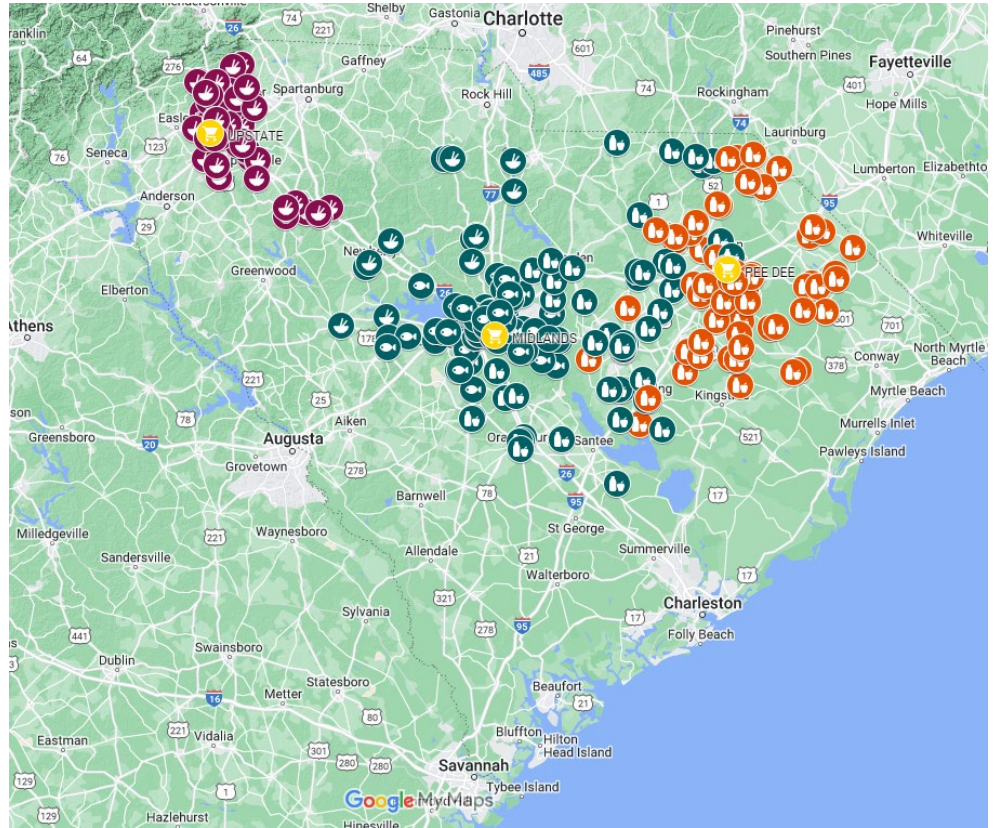
## Pantry Location

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.



## 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.<sup>3</sup> 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.

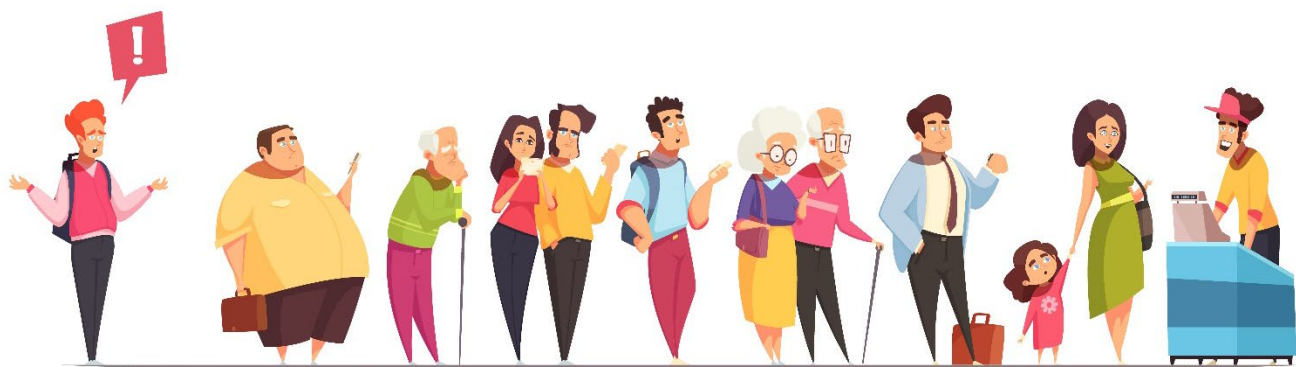
**Clients who work irregular hours or off-the-books jobs** will struggle to show proof of income. Additionally, there can be fees associated with providing records from banks and other institutions. Because of the hassle for both clients and pantry workers, requiring proof of income may not be needed.

## 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

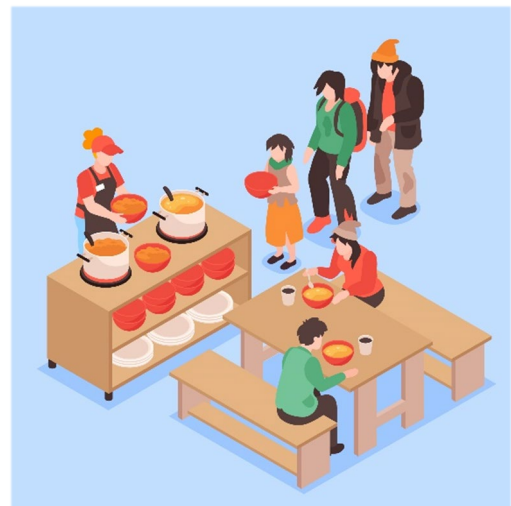
If you solicit feedback from your clients, these are some good guidelines:

- 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

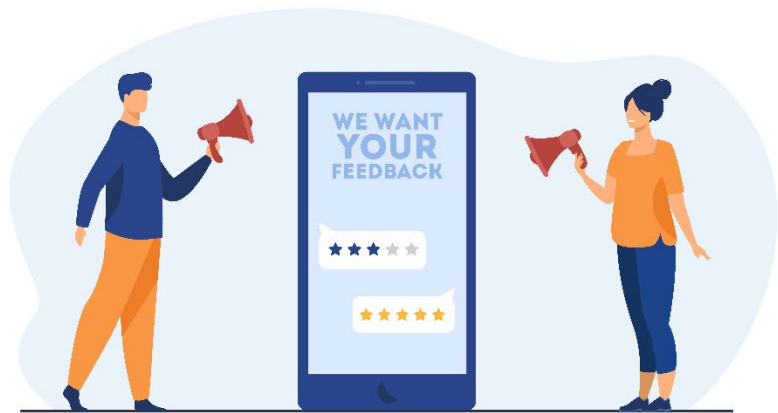
**Surveys** are best for collecting simple answers to a small list of questions from medium to large groups of participants.

**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](http://www.house.gov) and [www.senate.gov](http://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



## SECTION 16: Abbreviation Guide

**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.

<b>AMERICORPS</b>	(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.
<b>ANNOUNCED AUDIT</b>	An audit where the organization/site agrees the scheduled audit day in advance with the certification body.
<b>APPLICANT</b>	Any person who applies to receive program benefits.
<b>ASSURED STATUS</b>	Products produced in accordance with a recognized product certification scheme, the status of which needs to be preserved through the production facility.
<b>AUDIT</b>	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

<b>BACKPACK PROGRAM</b>	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.
<b>BALANCE SHEET</b>	A financial statement that lists, as of a given point in time, the organization’s assets, offset by liabilities, to determine “net worth”.
<b>BEST-IF-USED BY DATE</b>	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.
<b>BEST PRACTICES</b>	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.
<b>BONUS COMMODITIES</b>	Commodities that are provided by the USDA and are not considered a part of the SDA’s federal entitlement.
<b>BRITES</b>	An unlabeled can. This product will require labeling for distribution.

## C

<b>CASE COUNT</b>	The number of cases of goods in a shipment.
<b>CASELOAD</b>	(Per CSFP) Number of persons the State agency may serve monthly during a caseload cycle.
<b>CASELOAD CYCLE</b>	(Per CSFP) The period from January 1 through the following December 31.
<b>CASE PACK</b>	The number of units in a case (i.e., 24 jars per case).

<b>CASE WEIGHT</b>	The gross weight of the cased product, including contents and case itself.
<b>CERTIFIED</b>	An agency related to a food bank by a standard written certified food bank agreement.
<b>CERTIFICATION</b>	Procedures to determine an applicant's program eligibility.
<b>CHARITABLE INSTITUTION</b>	A public or nonprofit organization which is not a penal institution that provides food assistance to the needy.
<b>CHILD NUTRITION PROGRAMS</b>	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.
<b>COMMODITY FOODS</b>	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.
<b>CONGREGATE SITE</b>	(Per Food-banking), A facility which serves meals on its premises. May include senior meal sites, day care centers, group homes, soup kitchens, etc.
<b>CONTAMINATION</b>	Process by which dust, dirt, filth, birds, insects, or rodents come in contact with a product, rendering it unclean or impure.
<b>CRM</b>	Customer Relationship Management – a “customer” software system that HHFB uses to interact with donors.
<b>CYCLE COUNT</b>	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

<b>DIETARY GUIDELINES FOR AMERICANS</b>	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.
<b>DISCONTINUED</b>	A manufacturer stops production of a particular product, usually because of slow sales.
<b>DISTRIBUTION CENTER</b>	A warehouse location where manufactured product is stored for distribution to customers. (i.e., retailers, wholesalers).
<b>DISTRIBUTION SITE</b>	A location where the eligible recipient agency actually distributes commodities or serves prepared meals for needy persons.
<b>DISQUALIFICATION</b>	Ending program participation as a punitive sanction.
<b>DONOR</b>	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.
<b>DROP POINT/DROP</b>	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.

<b>FOOD DESERT</b>	An area that lacks access to nutritious, healthy foods and specifically, grocery stores.
<b>FOOD DRIVE</b>	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.
<b>FOOD EFFICIENCY</b>	The calories consumed of a certain amount of food divided by weight gain.
<b>FOOD INSECURITY</b>	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).
<b>FOOD JUSTICE</b>	A condition in which all persons have access to nutritious, healthy food.
<b>FOODS OF MINIMAL NUTRITIONAL VALUE (FMNV)</b>	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.
<b>FOOD PANTRY</b>	A food distribution agency which provides its clients with bags or boxes of food for home preparation and consumption.
<b>FOOD SAFETY</b>	The handling, processing, and storage of food in order to prevent foodborne illness.
<b>FOOD SECURITY</b>	<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><b>High:</b> Households had no problems, or anxiety about, consistently accessing adequate food.</p> <p><b>Marginal:</b> 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><b>Low:</b> 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><b>Very Low:</b> 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>
<b>FOOD SERVICE</b>	Suppliers and producers of product specifically for cafeterias, airlines, restaurants. Food is usually packaged in larger sizes than regular retail pack.
<b>FOOD SOVEREIGNTY</b>	Democratic control over one's own food system.
<b>FOOD STAMP ADMINISTRATION</b>	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.
<b>FOOD STAMP PROGRAM</b>	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.

**GLEANNING** 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.

<b>LOBBYING</b>	<p>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.</p> <ol style="list-style-type: none"> <li>1. <b>Direct:</b> 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.</li> <li>2. <b>Grassroots:</b> 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.</li> </ol>
<b>LOCAL AGENCY</b>	(Per CSFP) A public or private nonprofit agency, which enters into an agreement with the State agency to administer CSFP at the local level.
<b>LETTER OF INTENT (LOI)</b>	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.
<b>LOW BIRTH-WEIGHT</b>	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

<b>MALNUTRITION</b>	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.
<b>MEAL PROGRAM</b>	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.
<b>MEAL SITE</b>	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.
<b>MEMORANDUM OF UNDERSTANDING (MOU)</b>	Describes an agreement of will between parties indicating an intended common line of action.
<b>MENU</b>	An itemized listing of goods or materials on hand at any given time.
<b>MOBILE FOOD PANTRY PROGRAM</b>	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.
<b>MONITORING</b>	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.
<b>MONTHLY REPORT</b>	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.

<b>PHYSICAL INVENTORY</b>	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.
<b>PICKING LIST</b>	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.
<b>PORTION PACK</b>	The packaging of individual size portions. (I.e., single serving)
<b>POUNDS PER PERSON IN POVERTY (PPIP)</b>	A measure of level of service and market penetration by food banks to persons in need.
<b>POVERTY GUIDELINES</b>	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.
<b>PREPARED FOODS</b>	Food prepared for serving in a restaurant, cafeteria, etc.
<b>PRODUCTION OVERRUN</b>	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).
<b>PROFIT AND LOSS (P&amp;L)</b>	A financial statement that details, during a specific time frame, revenue, expenses, and net income.
<b>PROGRAM</b>	A food distribution site operated directly by HHFB, with the assistance of volunteers
<b>PROXY</b>	Person designated by a participant or caretaker, to obtain supplemental food on behalf of the participant.
<b>PULL-BY-DATE/ SELL BY DATE</b>	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.
<b>PURCHASE PROGRAM</b>	Purchase of food by a food bank to supplement product available through donations.

## Q

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

<b>RISK MANAGEMENT</b>	The identification, analysis, assessment, control, and avoidance, minimization, or elimination of unacceptable risks.
<b>ROTATION</b>	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. Matthews 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. Matthews 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. Matthews 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](http://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. Matthews 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 Mckilley 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](http://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](http://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](http://www.caresouth-carolina.com)

**Healthquest of Union County, Inc.**  
415 E. Franklin Street  
Monroe, NC 28112  
(704) 226-2050  
[www.healthquestpharmacy.org](http://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](http://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](http://www.chesterfieldgeneral.com)

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

**American Diabetes Association**  
1-800-DIABETES (1-800-342-2383)  
[www.diabetes.org](http://www.diabetes.org)

**American Lung Association**  
1817 Gadsden Street  
Columbia, SC 29201  
(803) 779-5864  
[www.lungsc.org](http://www.lungsc.org)

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

**Chesterfield County Coordinating  
Council**

535 East Blvd.  
P.O. Box 648  
Chesterfield, SC 29709  
(843) 623-5274  
[www.chesterfieldcoordinating.org](http://www.chesterfieldcoordinating.org)

**Cheraw Parks, Recreation and  
Leisure Services**

200 Powe Street  
Cheraw, SC 29520  
(843) 537-8420 / (843) 537-8421

[www.cheraw.com](http://www.cheraw.com)

**Cheraw State Park**

100 State Park Road  
Cheraw, SC 29520  
(843) 537-9656  
[www.southcarolinaparks.com](http://www.southcarolinaparks.com)

**Senior Circle @ Chesterfield General  
Hospital**

914 Chesterfield Hwy.  
Cheraw, SC 29520  
(843) 921-6725  
[www.seniorcircle.com](http://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.clarendonbhs.com](http://www.clarendonbhs.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](http://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](http://www.experienceworks.org)

### **Manning Workforce Center**

3351 Sumter Hwy.  
Manning, SC 29102  
(803) 473-2086  
[www.workforcesouthcarolina.com](http://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](http://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](http://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](http://www.clemson.edu/yli/newhorizons)

**Mt. Calvary FBHC**

426 W. Boyce Street  
Manning, SC 29012  
(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](http://www.cancer.org)

**American Diabetes Association**

1-800-DIABETES (1-800-342-2383)  
[www.diabetes.org](http://www.diabetes.org)

**American Lung Association**

1817 Gadsden Street  
Columbia, SC 29201  
(803) 779-5864  
[www.lungsc.org](http://www.lungsc.org)

**American Heart Association**

520 Gervais Street, # 300  
Columbia, SC 29201-3071  
(803) 738-9540  
[www.heart.org/HEARTORG/](http://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](http://www.fbt.org/divorcecare)

### **CRISIS / EMERGENCY SERVICES**

#### **American Red Cross**

(843) 662-8121 Florence  
Toll-free: 1-800-273-3073  
[www.peedeeredcross.org](http://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  
TelClaim: 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](http://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 Pamlico Hwy.  
Florence, SC 29505  
(843) 674-5000  
[www.carolinashospital.com](http://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](http://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](http://www.cancer.org)

**American Diabetes Association**

1-800-DIABETES (1-800-342-2383)  
[www.diabetes.org](http://www.diabetes.org)

**American Lung Association**

1817 Gadsden Street  
Columbia, SC 29201  
(803) 779-5864  
[www.lungsc.org](http://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](http://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](http://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](mailto: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](http://www.hartsvillesc.com)

**Darlington County Recreation Department**

300 Sanders Street  
Darlington, SC 29532  
(843) 398-4700  
[www.darcosc.com/Recreation](http://www.darcosc.com/Recreation)

**Darlington Family YMCA**

123 Exchange Street  
Darlington, SC 29532  
(843) 398-0844  
[www.upperpdyymca.org](http://www.upperpdyymca.org)

**Hartsville Family YMCA**

111 E. Carolina Avenue  
Hartsville, SC 29550  
(843) 383-4547  
[www.upperpdyymca.org](http://www.upperpdyymca.org)

**Kalmia Gardens**

1624 W. Carolina Avenue  
Hartsville, 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](http://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](http://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](http://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](http://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](http://www.caresouth-carolina.com)

**Health Care Partners of South Carolina**  
1106 Lombardy Street  
Marion, SC 29571  
(843) 423-2400  
[www.hcpsc.com](http://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](http://www.cancer.org)

**American Diabetes Association**  
1-800-DIABETES (1-800-342-2383)  
[www.diabetes.org](http://www.diabetes.org)

**American Lung Association**  
1817 Gadsden Street  
Columbia, SC 29201  
(803) 779-5864  
[www.lungsc.org](http://www.lungsc.org)

**American Heart Association**  
181 E. Evans Street  
BTC-009, Suite 200  
Florence, SC 29506  
(843) 665-0985  
[www.heart.org/HEARTORG/](http://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](http://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](mailto:dilloncitysports@aol.com)

**Senior Circle @ Marlboro Park Hospital**  
1138 Cheraw Hwy.  
Bennettsville, SC 29512  
(843) 479-2881  
[www.seniorcircle.com](http://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](http://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](http://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](http://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](http://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](http://www.peedeewib.org)

#### **Goodwill Industries of Florence**

(888) 560-0072  
Listings for Florence jobs found at  
[www.palmettogoodwill.org/employment](http://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](http://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.**

Olanta Medical Center  
139 Main Street  
P.O. Box 488  
Olanta, 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](http://www.thebenefitbank.com)

**Harvest Hope Food Bank**

2513 W. Lucas Street  
Florence, SC 29503  
(843) 661-0826  
[www.harvesthope.org](http://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 Olanta 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  
(843) 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](http://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](http://www.carolinashospital.com)

**Black River Healthcare – Timmons Office**

210 E. Market Street  
P.O. Box 27  
Timmons, SC 29161  
(843) 346-3730

[www.blackriverhealthcare.org](http://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](http://www.hope-health.org)

**HopeHealth at Francis Marion University**  
121 S. Evander Drive  
Florence, SC 29501  
(843) 661-1848  
[www.hope-health.org](http://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](http://www.cancer.org)

**American Diabetes Association**  
1-800-DIABETES (1-800-342-2383)  
[www.diabetes.org](http://www.diabetes.org)

**American Lung Association**  
1817 Gadsden Street  
Columbia, SC 29201  
(803) 779-5864  
[www.lungsc.org](http://www.lungsc.org)

**American Heart Association**  
181 E. Evans Street  
BTC -009 Suite 200  
Florence, SC 29506  
(843) 665-0985  
[www.heart.org/HEARTORG/](http://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](http://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](http://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](http://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](http://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](mailto: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](http://www.seniorcitizensassociation.com)

##### **United Way of Florence County**

1621 W. Palmetto Street  
Florence, SC 29501  
(843) 667-0043  
[www.uwflotent.org](http://www.uwflotent.org)

##### **City of Florence Parks and Recreation Department**

710 S. Irby Street  
Florence, SC 29501  
(843) 667-0920  
[www.cityofflorence.com](http://www.cityofflorence.com)

##### **Fitness Forum**

120 E. Elm Street  
Florence, SC 29506  
(843) 661-3800  
[www.fitnessforum.com](http://www.fitnessforum.com)

##### **Florence Family YMCA**

1700 Rutherford Drive  
Florence, SC 29505  
(843) 665-1234  
[www.florenceymca.org](http://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](http://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](http://www.lynchesriverpark.com)

##### **McLeod Health and Fitness Center**

2437 Wildwood Drive  
Florence, SC 29501  
(843) 777-3000  
[www.mcleodhealth.org](http://www.mcleodhealth.org)

##### **Senior Circle @ Carolinas Hospital System**

805 Pamplico Hwy.  
Florence, SC 29505  
(843) 674-2975  
[www.seniorcircle.com](http://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/](http://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](mailto:www.fpcc@earthlink.net)

#### **A Place For Us Ministries**

601 Montague Ave  
Greenwood, SC 29649  
(864) 229-4243  
[www.aplaceforus.com](http://www.aplaceforus.com)  
[aplace@gogenis.com](mailto: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](http://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

**Taylors 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](http://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](http://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](http://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](http://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<br/>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](http://www.santeelynchescog.org)

**United Way of Kershaw County**

110 E. DeKalb Street # 1  
Camden, SC 29020 (803) 425-4616  
[www.uwkc.net](http://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](http://www.cancer.org)

**American Diabetes Association**

1-800-DIABETES (1-800-342-2383)  
[www.diabetes.org](http://www.diabetes.org)

**American Lung Association**

1817 Gadsden Street  
Columbia, SC 29201  
(803) 779-5864  
[www.lungsc.org](http://www.lungsc.org)

**American Heart Association**

520 Gervais Street, # 300  
Columbia, SC 29201-3071  
(803) 738-9540  
[www.heart.org/HEARTORG/](http://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](mailto: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](http://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](http://www.atlasgymsc.com)

**Fitness Zone**

814 Wateree Plaza  
Lugoff, SC 29078 (803) 438-3811  
[www.fitnesszonelugoff.com](http://www.fitnesszonelugoff.com)

**Kershaw County Recreation  
Department**

1042 W. DeKalb Street  
Camden, SC 29020 (803) 425-6009  
[www.kershaw.sc.gov](http://www.kershaw.sc.gov)

**Bethune Recreation Center**

206 S. Main Street  
Bethune, SC 29009  
[www.kershaw.sc.gov](http://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](http://www.aplaceforus.com)  
[www.aplace@gogenis.com](mailto: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](http://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](http://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.wcaihs@infoave.net](mailto:www.wcaihs@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](http://www.unitedwaysumterclarendonlee.org)

**American Red Cross**  
Tri-County Service Center  
1155 N. Guignard, Suite 2  
Sumter, SC 29150  
(803) 775-2363  
[www.columbiaregionredcross.org](http://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/](http://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](http://www.goodwillsc.org)

**Bishopville Workforce Center**  
123 S. Nettles Street  
Bishopville, SC 29010  
(803) 483-2021  
[www.workforcesouthcarolina.com](http://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](http://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](http://www.cprmc.com)

**McLeod Regional Medical Center**  
555 E. Cheves Street  
Florence, SC 29506  
(843) 777-2000  
[www.mcleodhealth.com](http://www.mcleodhealth.com)

**Tuomey Healthcare System**  
129 N. Washington Street  
Sumter, SC 29150  
(803) 774-9000  
[www.tuomey.com](http://www.tuomey.com)

**CareSouth Carolina Bishopville Center**  
545 Sumter Hwy.  
P.O. Box 508  
Bishopville, SC 29010  
(843) 484-5317  
[www.caresouth-carolina.com](http://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](http://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](http://www.sumterfhc.com)

**American Cancer Society**  
128 Stonemark Lane

Columbia, SC 29210-3855  
(803) 750-1790  
[www.cancer.org](http://www.cancer.org)

**American Diabetes Association**  
1-800-DIABETES (1-800-342-2383)  
[www.diabetes.org](http://www.diabetes.org)

**American Lung Association**  
1817 Gadsden Street  
Columbia, SC 29201  
(803) 779-5864  
[www.lungsc.org](http://www.lungsc.org)

**American Heart Association**  
520 Gervais St # 300  
Columbia, SC 29201-3071  
(803) 738-9540  
[www.heart.org/HEARTORG/](http://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](http://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 2901

## 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](http://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.hcpsc.com](http://www.hcpsc.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](http://www.thebenefitbank.com)

#### **Harvest Hope Food Bank**

2513 W. Lucas Street  
Florence, SC 29503  
(843) 661-0826  
[www.harvesthope.org](http://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](http://www.marioncountymedical.com)

**Health Care Partners of South Carolina**  
1106 Lombardy Street  
Marion, SC 29571  
(843) 423-2400  
[www.hcpsc.com](http://www.hcpsc.com)

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

**American Diabetes Association**  
1-800-DIABETES (1-800-342-2383)  
[www.diabetes.org](http://www.diabetes.org)

**American Lung Association**  
1817 Gadsden Street  
Columbia, SC 29201  
(803) 779-5864  
[www.lungsc.org](http://www.lungsc.org)

**American Heart Association**  
181 E. Evans Street  
BTC-009, Suite 200  
Florence, SC 29506  
(843) 665-0985  
[www.heart.org/HEARTORG/](http://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](http://www.seniorcircle.com)

**Senior Circle @ Marlboro Park Hospital**  
1138 Cheraw Hwy.  
Bennettsville, SC 29512  
(843) 479-2881  
[www.seniorcircle.com](http://www.seniorcircle.com)

**Marion Recreation Department**  
107 S. Main Street  
Marion, SC 29571  
(843) 423-5961  
[www.marionsc.gov](http://www.marionsc.gov)

**Mullins Recreation Department**  
151 E. Front Street  
P.O. Drawer 408  
Mullins, SC 29574  
(843) 464-9583  
[www.mullinssc.us](http://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](http://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](http://www.peedeeredcross.org)

### **American Red Cross**

205 E. Market Street  
Bennettsville, SC 29512-3128  
(843) 479-5637  
[www.peedeeredcross.org](http://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](http://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](http://www.harvesthope.org)

### **El-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](http://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](http://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](http://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](http://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](http://www.cancer.org)

**American Diabetes Association**  
1-800-DIABETES (1-800-342-2383)  
[www.diabetes.org](http://www.diabetes.org)

**American Lung Association**  
1817 Gadsden Street  
Columbia, SC 29201  
(803) 779-5864  
[www.lungsc.org](http://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/](http://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](http://www.circlepark.com)

**Good Samaritan Colony**  
19147 Hwy 9  
Ruby, SC 29741  
(843) 634-6848  
[www.goodsamaritancolony.com](http://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](http://www.seniorcircle.com)

**Bennettsville Recreation Department**

501 E. Main Street  
Bennettsville, SC 29512  
(843) 479-9001  
[www.bennettsvillesc.com](http://www.bennettsvillesc.com)

**Cheraw State Park**

100 State Park Road  
Cheraw, SC 29520  
(843) 537-9656  
[www.southcarolinaparks.com](http://www.southcarolinaparks.com)

**Chesterfield Family YMCA**

344 East Blvd.  
Chesterfield, SC 29709-1853  
(843) 623-9622  
[www.upperpdyymca.org](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.schispanicoutreach.org)

### **Palmetto Center for Women YMCA of Columbia**

1420 Sumter St.  
Columbia SC 29201  
803.799.9187 ext. 18  
[www.palmettocenterforwomen.org](http://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](http://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](http://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](http://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 29201  
(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](http://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](http://www.fsconline.org)

**Salvation Army**

2025 Main Street  
Columbia, SC 29201  
(803) 765-0260  
Shelter (803) 771-7491  
[www.salvationarmy.com](http://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](http://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 zips: 29053,123,160

**St. Vincent De Paul**

(803) 779-0036  
Serves zip: 29201, 203 & 205. Help  
with utilities only  
(803) 799-0761  
Serves zips: 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](http://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](http://www.uway.org)

**HEALTH CARE SERVICES**

**Palmetto Healthy Start**

Palmetto Richland Memorial Hospital  
(803) 296-3780  
[www.palmettohealth.com/healthystart](http://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](http://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](http://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

**Al-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](http://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](http://www.aplaceforus.com)  
[aplace@qogenis.com](mailto:aplace@qogenis.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](http://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

#### **Waterloo 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-Waterloo 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](http://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](http://www.goodwillsc.org)

**Sumter Workforce Center**

31 E. Calhoun Street  
Sumter, SC 29150  
(803) 774-1300  
[www.workforcesouthcarolina.com](http://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](http://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](http://www.thebenefitbank.com)

**Harvest Hope Food Bank**

2220 Shop Road  
Columbia, SC 29201  
(803) 254-4432  
[www.harvesthope.org](http://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](http://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](http://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](http://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](http://www.sumterfhc.com)

**American Cancer Society**  
128 Stonemark Lane  
Columbia, SC 29210-3855  
(803) 750-1790  
[www.cancer.org](http://www.cancer.org)

**American Diabetes Association**  
1-800-DIABETES (1-800-342-2383)  
[www.diabetes.org](http://www.diabetes.org)

**American Lung Association**  
1817 Gadsden Street  
Columbia, SC 29201  
(803) 779-5864  
[www.lungsc.org](http://www.lungsc.org)

**American Heart Association**  
520 Gervais Street, # 300  
Columbia, SC 29201-3071  
(803) 738-9540

[www.heart.org/HEARTORG/](http://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](mailto: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](http://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](http://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](mailto:birniehopecenter@sumter-sc.com)

**North Hope Center**  
904 N. Main Street  
Sumter, SC 29150  
(803) 436- 2691  
[northhopecenter@sumter-sc.com](mailto: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](mailto: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](http://www.sumtercountyactivelifestyles.org/publications.php)

**Sumter County Recreation and Parks**  
155 Haynsworth Street  
Sumter, SC 29150  
(803) 436-2248  
[www.sumtercountysc.gov/departments/recreation](http://www.sumtercountysc.gov/departments/recreation)

**Sumter Family YMCA**  
510 Miller Road  
Sumter, SC 29150  
(803) 773-1404  
[www.ymcasumter.org](http://www.ymcasumter.org)