COMMUNITY RESOURCE CENTER

PARTNER AGENCY MANUAL

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Who We Are

Introduction

Founded in 1985, the Community Resource Center (known locally as the CRC) began as a simple wish-list published in The Tennessean asking the community to donate basic household items for people in need. Since then, the CRC has become Nashville's lead agency in times of crisis and the nonprofit community's go-to resource for ongoing essential hygiene needs.

30% of American families struggle to afford essential non-food items and are therefore forced to make trade-offs on other living expenses, including forgoing buying food. We believe **hygiene is a human right** and fundamental basic human need, not just for those that can afford it. That's why we direct all of our resources to source high-quality, consistent essential hygiene products to ensure every Middle Tennessean has what they need to thrive.

400+ partner agency sites across 7 counties in Middle Tennessee rely on the CRC to provide thousands of hygiene and cleaning products throughout the year. The CRC manages this from its own 5,000-square-foot warehouse and office space in Nashville, where products are received, stored, packaged, and distributed. In 2025, the CRC distributed approximately $1.9 million worth of essential products to food pantries, schools, homeless outreach organizations, and other partners to provide hygiene directly to community members in need.

By taking on the responsibility of having essential items in stock and available, the CRC frees our partner agencies to maintain focus on their missions and services. They spend less time holding product drives and more time providing services and support for their clients.

For 35 years, the Community Resource Center has been a supply line to the front lines of poverty. Our mission is to support the basic needs of our most vulnerable neighbors in Middle Tennessee while empowering local poverty-disrupting networks during blue and grey skies. From the entire CRC Team, we want to express our deepest gratitude for your partnership and the amazing work of your organization to meet the needs of our community. Through creative collaboration, we are excited to continue making a positive impact in our communities together.

Community Resource Center
218 Omohundro Pl.
Nashville, Tn, 37210
Phone: (615) 291-6688
crcmidtn.org

Mission

The mission of the Community Resource Center (CRC) is to provide critical essential items to our most vulnerable Middle Tennessee neighbors, both during times of disaster and in seasons of ongoing need.

CRC's Programs Team

As a CRC Partner Agency, you will work directly with our Programs Team. Please see their contact information below.

Lauren Scarborough
Program Manager
lauren@crcmidtn.org
(615) 538-4426

Grace Rovenstine
VP Of Operations
grace@crcmidtn.org
(615) 622-5346

Service Area

Our service area covers 7 counties in the Middle Tennessee region. Our main warehouse and offices are located in Nashville.

- Davidson County
- Cheatham County
- Robertson County
- Rutherford County
- Sumner County
- Williamson County
- Wilson County

Disaster Relief

The CRC is the official materials manager for the Mayor's Office of Emergency Management in Davidson County. Through historic floods, tornados, worldwide pandemics, ice storms, and more, the CRC has been able to immediately receive, store, inventory, and redistribute donations for effective and efficient disaster relief and recovery.

In a crisis, the CRC has developed creative and efficient solutions to manage the rapid influx of incoming donations. As a volunteer-driven agency, our ability to rally, organize, and deploy volunteers allows us to scale up immediately to meet the needs of a community in crisis.

When the CRC is activated for disaster relief, regular Program operations may be delayed or paused temporarily while staff focus our efforts on coordinating resources to the impacted communities. All Partner Agencies will be notified when the CRC is activated for a disaster about immediate delays or cancellations to orders/deliveries or other Program operations. We will also update partners as needed regarding recovery efforts to ensure partners who were directly impacted have the most current information.

3.3.20 TORNADO RELIEF

12.25.20 NASHVILLE BOMBING

How We Serve

Our Approach

At the CRC, we believe that hygiene is a fundamental need and a human right. We know that addressing hygiene insecurity is critical to ensuring equity, fostering dignity, and supporting public health in our communities. Currently, **no government assistance programs exist** in Tennessee to assist folks with accessing the basics like soap, shampoo, and deodorant. That's why the CRC works to fill the gap as the only Hygiene Hub in the region that focuses our efforts solely on getting hygiene products into the hands of our neighbors who need it most.

The CRC recognizes there are many different barriers to accessing hygiene products. That's why we leverage the power of our partner network to meet people where they are in their communities, to support their unique hygiene needs. We work with over 70 partners across 400+ sites in our 7-county service area.

Through collaborative, dynamic partnerships, we are able to serve many different types of communities– from children and students, immigrants and refugees, older adults, unhoused folks, families, and more.

We stretch every dollar we receive. Because we can buy at scale, we are able to pool donor funds and purchase new items in bulk, at much lower cost than our partners could access themselves.

$1 DONATED = $8 PRODUCTS

We also rely heavily on our local community to support our work through hygiene drives, individual product donations, and hundreds of volunteer hours each year.

Our inventory management system provides the infrastructure to efficiently and reliably prepare our products and make them available to our partner network.

Together, with every partner, every donated toothbrush, and every period kit packed, we are **breaking the cycle of hygiene insecurity in Middle Tennessee.**

Products

The cost of CRC's products is dependent on the program your agency is enrolled in; however, most CRC products are provided at no cost to Partner Agencies. Our list of Core Products are the products the CRC consistently purchases to ensure we always have available for our partners. Limited stock products are available based on incoming donations and current inventory. Access to all products varies by CRC program and is subject to change based on current inventory.

Core Products:

Soap

Deodorant

Shampoo

Toothbrushes

Toothpaste

Pads/Liners

Tampons

Mini Hygiene Kits

Examples of Limited Stock Products:

Pinesol

Socks

Natural Shampoo

Disinfectant Wipes

Laundry Detergent

For a more detailed list of all CRC Products, please refer to our Product Guide on the Partner Portal, or scan the QR code.

Policies and Procedures

The distribution of hygiene is a cooperative effort between the CRC and our Partner Agencies. As a participant in CRC Programs, the Partner Agency will:

- Distribute CRC products only to people experiencing hygiene insecurity, free of any fees and requirements.
- Not sell, trade, or barter Community Resource Center's products.
- Agree to make every effort to avoid duplication of services and to avoid providing products to clients who will sell, exchange, or barter with the products provided.
- Not provide or share CRC products to other agencies or organizations. Exceptions to this requirement will be made by Community Resource Center as deemed appropriate.
- Accept all products in "as is" condition. The Community Resource Center performs quality measure checks to ensure the products are safe and usable to the best of its ability; however, it is ultimately the responsibility of the Agency and its personnel to inspect the products they provide to their clients.
- Understand that it is the Community Resource Center's goal to fulfill all product order requests within the agreed upon timeframes, but that the Community Resource Center cannot guarantee product availability at any given time and that product availability may be impacted by supply chain disruptions or delays outside of the Community Resource Center's control.
- Prohibit discrimination in all its programs and activities

Note: The list above is an abbreviated version of CRC's Terms of Service. To review our Terms of Service in its entirety, please see Appendix A.

Actions by Partner Agencies found to be in violation of any Community Resource Center policy will be reviewed on a case-by-case basis by Community Resource Center staff and could result in the temporary suspension or a permanent end of its partnership.

Quarterly Requirements

All Partner Agencies are required to complete a Quarterly Report every calendar quarter. Quarterly Reports request confirmation and sharing of:

1. Whether the Partner Agency received products from the CRC during the calendar quarter.
2. The number of unique individuals the Partner Agency served with CRC products during the calendar quarter. Unique individuals are defined as the unduplicated number of individual people the agency served. If an individual was served more than one time during the calendar quarter, they should only be counted once. This number should include all household members to reflect the total number of individuals served.
3. At least one impact story or testimonial from the Partner Agency. No individual identifying information will be used from the testimonial provided.

Annual Requirements

All Partner Agencies are required to complete an annual Partnership Renewal Form. The Partnership Renewal is sent approximately at the beginning of May every year and requests similar data as is in our New Partner Agency Application. For a list of questions asked in the Partnership Renewal, please email lauren@crcmidtn.org or call (615) 291-6688.

The CRC also requests all Partner Agencies to participate in an Annual Partner Survey. Our Partner Survey requests feedback from our partners to improve our programs and services and better serve our partners and communities. The Partner Survey typically is released in February each year. All partners will be notified when the survey is released.

Ongoing Requirements

All CRC Partner Agencies are required to provide one Primary Contact for your partnership. The Primary Contact is the main person in your agency responsible for:

- Acting as the primary Partner Portal User to keep track of orders and important documentation and reporting for your partnership.
- Monitoring your agency's order schedule to ensure you can request products when offered.
- Submitting order to request products and scheduling pick-up appointments or confirming scheduled deliveries.
- Submitting Quarterly Reports.

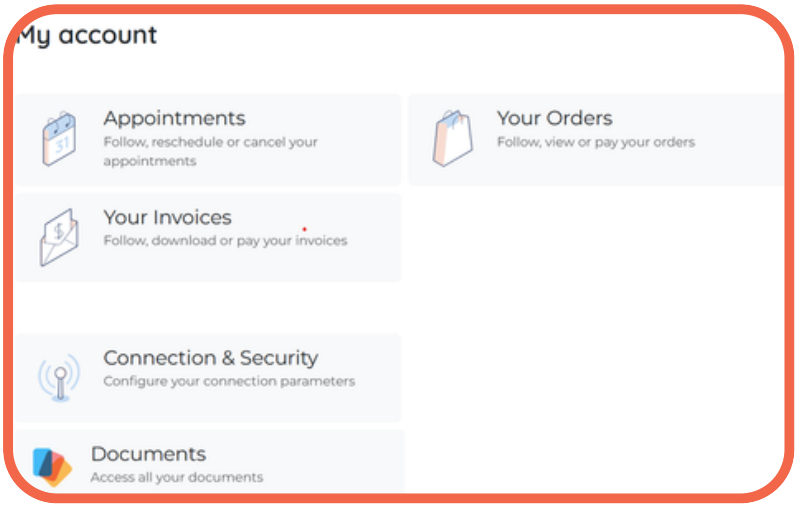
Changes to a Partner Agency Primary Contact must be submitted within 5 business days through the Primary Contact Update Form. Once received, contacts will be updated in the agency's CRC Partner Portal Account within 2 business days. It is the responsibility of the Partner Agency to provide the most current contact information to ensure you are able to receive your regular hygiene order when it is next available.

All Partner Agencies must notify the CRC Programs Team if there are any changes to your agency's Site Location(s) or Program(s) that utilize CRC products. Agency location(s) and program(s) that have access to CRC products are mutually agreed to at the beginning of your partnership. Any changes to these details must be evaluated and approved by the CRC to ensure the changes adhere to CRC's policies and program goals. These changes must be provided in writing within 30 days of the change to CRC's Programs Teams at lauren@crcmidtn.org.

Ordering Process

Requesting Products

All Community Resource Center products are requested through our Partner Portal. Each Partner Agency must set up a Partner Portal Account under their Primary Contact's email address. After completing the New Partner Agency Orientation and/or required training, the Primary Contact will receive a welcome email to create their Partner Portal Account. All questions related to an agency's Partner Portal Account, orders, pick-ups, deliveries, or products should be directed to the CRC Programs Team at lauren@crcmidtn.org or by calling (615) 291-6688.

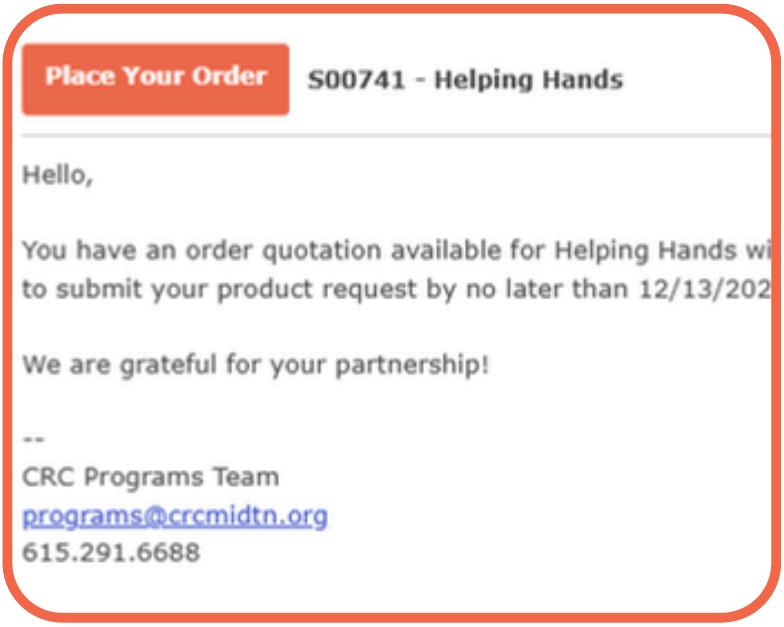


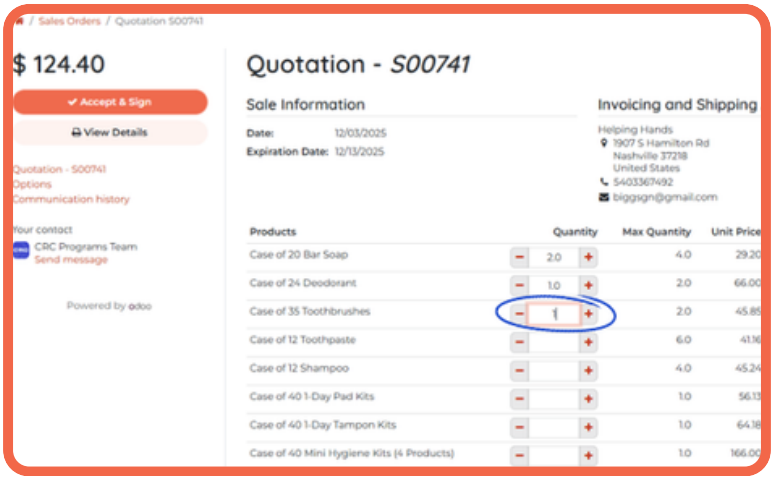
Each Partner Agency is provided the opportunity to order products from the CRC on a set schedule as deemed by the CRC Program the agency is enrolled in. Partners can view their order schedule along with other essential CRC Program dates in the **Partner Calendar** in the "Documents" section of their Partner Portal Account.

The agency's Primary Contact/Portal User will **receive an email** each time an order is available from the CRC. You can access the order page and submit your product request through this email by clicking the **"Place Your Order"** button in the top left.

If an order is available, there will also be a banner at the top of the "My Account" page – "1 Quotations to review"

IMPORTANT: Each order will have a submission deadline. If you do not confirm/accept your order within the allotted time, it will expire. The submission deadline for each order available is provided in your agency's Partner Calendar.

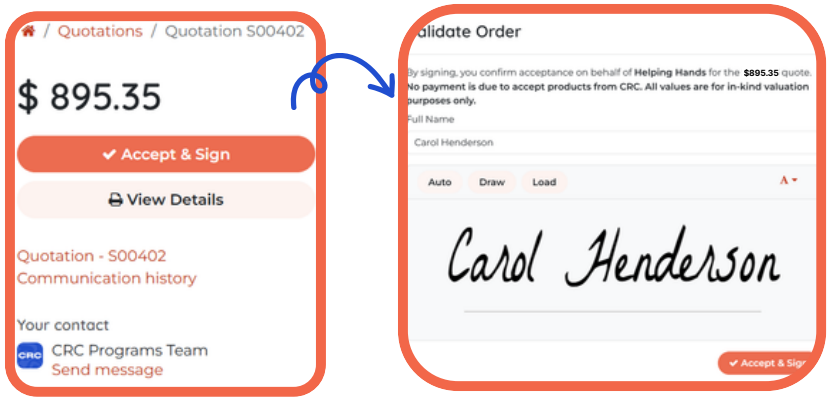


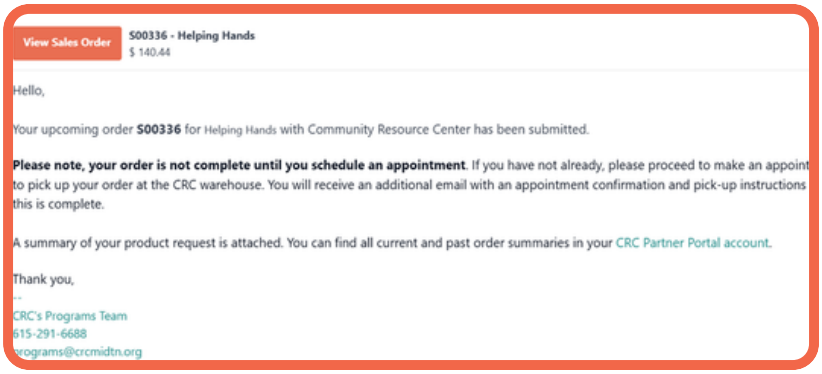


Once inside the order page, agencies can request products by adding the quantity they'd like to request next to each item. The maximum number of each product available to the agency is noted to the right of the product name.

Next, you will **Accept and Sign** your order to confirm your product request. Please write in your full name when signing for your order.

If your agency picks up your order from the CRC Warehouse, once you've accepted and signed your order, you must proceed to **schedule a pick-up appointment.** If your orders are delivered, ignore this step. Pick-up appointments can be made by clicking on the link provided at the top of the order page after you accept and sign your order.





You can also schedule your pick-up appointment from the Order Summary Email sent after your order is submitted.

Please be aware your order is not complete until you schedule a pick-up appointment. We will not prepare your order until you've scheduled an appointment.

Modifying Orders

To request modifications to your product request or to reschedule your pick-up appointment, please email lauren@crcmidtn.org or call (615) 291-6688.

For a pick-up appointment reschedule request, please contact CRC staff at least 48 hours in advance of your scheduled appointment. We will do our best to accommodate your request, however, please make every effort to come at the time you originally scheduled.

We can only accept reschedule requests up to 3 appointment days from your original appointment time. After this window, your order will be cancelled, and you can place another order at your next available opportunity.

If you would like to cancel your order, please contact the CRC Programs Team at lauren@crcmidtn.org or (615) 291-6688. Please remember, if you cancel or do not pick up your order, you will not be able to request products again until your next available opportunity.

Three or more consecutive no call/no shows for your appointments will result in a 3-month probationary period from the program and possible termination of your partnership.

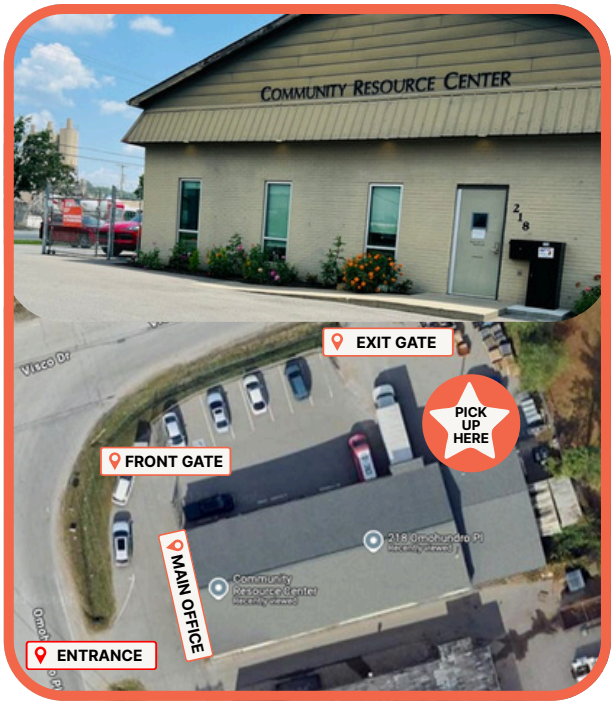
Pick-Up Orders

Partner Agency orders are picked up at the CRC warehouse in Nashville at **218 Omohundro Pl, Nashville, TN 37210.** Your order will be pre-packaged and prepared for you to pick-up. We encourage you to arrive as close to your scheduled pick-up time as possible.

Volunteers or CRC staff will assist with loading your order into your vehicle. Please be mindful of that the size of your order can fit inside your vehicle. If possible, try to make space in your vehicle to load your order before arriving.

Located inside the warehouse is our red shelves with items you can shop for during your order pick-up window. Please take what you need and leave what you can!

If you need assistance or have a question, look for a CRC Warehouse crew member or volunteer, or ring the doorbell!

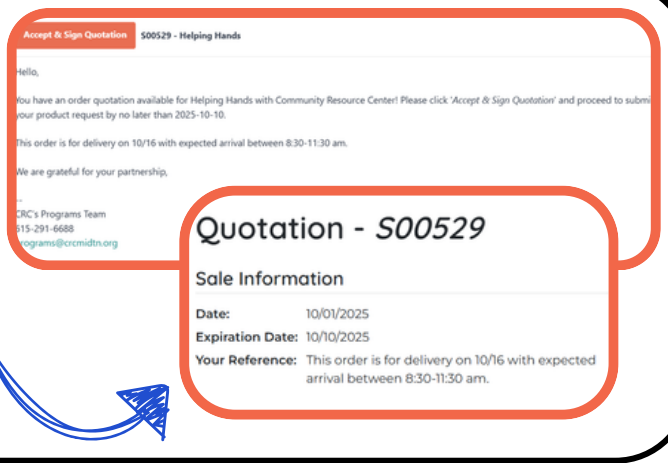


When you enter the gated lot, pull all the way to the back of the parking lot. If the pick-up area is congested, please park in a parking spot and wait for a space to open up.

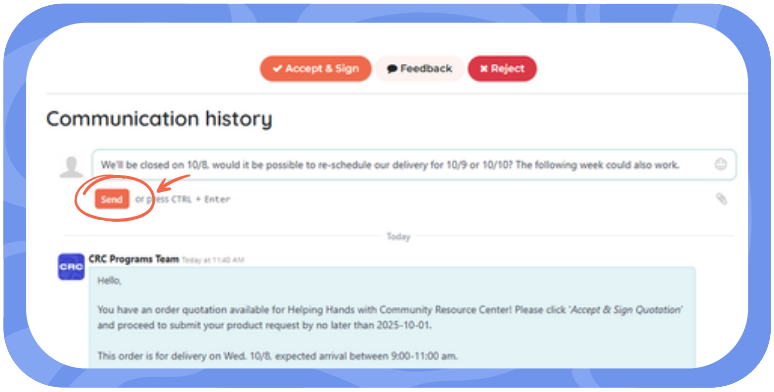
Delivery Orders

Deliveries are either made on a set schedule determined by CRC staff and the Partner Agency or are suggested by CRC staff prior to the delivery date. Delivery date and estimated ETA can be found in the Delivery Confirmation Email received by the Primary Contact at the time your order becomes available.

The suggested delivery date and time can also be found at the top of your order page.



To request a different delivery date/time, use the comment feature on your Partner Portal and suggest a few alternative dates/times that work better for you. CRC staff will respond to confirm your request or suggest a new date/time.



Once we have confirmed a new delivery date and time, you can then complete your product request and accept and sign. Please do not Accept and Sign or Reject your order until we have confirmed a new delivery.

Terms of Service

Terms

1. The Agency will use Products* obtained from the Community Resource Center solely for serving individuals experiencing poverty and/or receiving support in crisis or transition. The Agency must not require clients to pay a fee, submit a donation, or perform or attend a service to receive Products. The Agency recognizes Products are intended solely for program clients as stated within their Partnership Agreement.
2. The Agency will provide Products to its clients in a conscientious manner. The Agency may not sell, trade, or barter Products obtained from the Community Resource Center, nor may those items be used for fundraising, auctions, or raffles. Products will be used to provide services to the clients of the Agency and may not be used as gifts to staff or volunteers. The Agency agrees to avoid providing Products to clients who will sell, exchange, or barter with the Products provided.
3. The Agency will not provide any of the Products they receive from the Community Resource Center to other agencies or organizations. The Agency agrees to make every effort to avoid duplication of services within its programming and with other agencies or organizations providing similar resources. Exceptions to this requirement will be made by the Community Resource Center as deemed appropriate.
4. The Agency will accept all Products from Community Resource Center in “as is” condition. The Agency acknowledges that the Community Resource Center receives Products donated by others; that the Community Resource Center often receives donations of loose Products or opened packages; that the Community Resource Center may purchase Products; and that the Community Resource Center is donating Products to the Agency with limited consideration for the Products donated. Although the Community Resource Center believes, to its best knowledge, that these Products are safe and usable, Community Resource Center has not fully inspected these Products for safety or other matters. It is the responsibility of the Agency and its personnel to inspect the Products they provide to their clients.
5. The Agency understands that it is the Community Resource Center’s goal to fulfill all order requests for Products within the agreed upon timeframes, but that the Community Resource Center cannot guarantee Product availability at any given time and that Product availability may be impacted by supply chain disruptions or delays out of the Community Resource Center’s control.
6. The Agency prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, citizenship, ancestry, gender identity or expression, unfavorable discharge from the military, status as a protected veteran or because all or part of an individual’s income is derived from any public assistance.

*Products refers to all products received from Community Resource Center, including but not limited to single, bundled, or bulk packaged personal hygiene and household cleaning items.