

Senior Grocery Program: Training FY27

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Agenda

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Senior Grocery Program

- ❖ Providing seniors and community members with fresh produce and other staple items
- ❖ Farmer's Market Style Distribution
- ❖ Full Client Choice
 - Important to allow community members to choose the food they take home with them
- ❖ Pantries are located at affordable senior apartments, senior centers, and faith-based organizations
 - Easily accessible for seniors
 - Open to the community
 - No requirements to receive food such as legal status, income eligibility, proof of identity



Partner Responsibilities

- ❖ Primary Contact (PC) must be present for the duration of the event (from delivery to clean up)
 - If PC is not available secondary contact (SC) must be present
- ❖ PC and SC must receive training by SHFBOC and have their SFHC before leading distributions
- ❖ Volunteer recruitment and training
 - SHFB will be training volunteers during October via Zoom, an email will be sent with a registration link post training
- ❖ Compassionate Service
 - Want to create a welcoming safe space
 - Welcome all individuals, thank them for coming
 - Do not rush community members while going through the line
 - Assist people as they ask for help



Partner Responsibilities

- ❖ SG supplies
 - Tablecloths
 - Baskets
 - Freezer blankets
 - Banner
 - White boards w/ stand
 - Will provide dry erasers and markers
- ❖ All SG supplies must be used during the distribution
- ❖ New supplies will be sent out with orders during October



**Free Farmers Market
Mercado Gratis**



Partner Responsibilities

- ❖ SG Agreement - all PC and SC need to sign the program agreement
 - If there has been a change in PC/SC, must notify SHFBOC then we'll work on updating with new contact signatures
- ❖ Outreach:
 - Have your banner out before your distribution day
 - If you have it out all year, please clarify your distribution day
 - Social Media, SG flyers, Find Food Flyers, announcements at other events in the community



Find a food distribution near you

Second Harvest works with nearly 300 local organizations across Orange County. These partners give out **FREE** food in their communities on different days and times during the week or month. At many locations, you can choose the foods you want.

To find a list and map of food pantries, use the QR code or visit the website below.



www.FeedOC.org/need-food



FIND FOOD IN ORANGE COUNTY

Food Safety

- ❖ SHFB adheres to USDA safe food dates
 - Includes receiving food items that are past the “best by” or “use by” date and are safe to eat because they are not expired or inedible
- ❖ Food must always be stored 6 inches off the ground
 - Can be left on top of wooden pallets, placed on tables or carts
- ❖ Freezer blankets are provided to use during set up and during distribution to retain temperature:
 - Milk, eggs, dairy products, frozen products
- ❖ Frozen and refrigerated items may not be left out without proper storage requirements for long extended times
- ❖ Temperature Monitoring! *More on this later....*



Farmer's Market Layout

Waiting Area



Individuals & Families Leaving



Distribution Overview

- ❖ Estimated program time is about 3 hours (from delivery to clean up)
 - All sites are expected to start distributing 30 minutes after their delivery window
 - Delivery window: 8:00am-9:00am, set up 9:00am-9:30am, distribution time: 9:30am-10:30am, clean up 10:30am-11:00am
- ❖ Sites have a full hour to distribute all food
 - At the 30-minute mark stop your distribution and adjust your item limits
 - You will **either be increasing or decreasing** certain items to avoid leftovers
- ❖ Don't worry about running out of items, you do not want leftovers and you should run out
- ❖ Individuals can only go through the line once
 - Can only take food for themselves
 - No second rounds or storing food after Senior Grocery distribution



Volunteer Overview

❖ Roles:

- Check in and complete tally sheets
- Food handlers - restocking food on tables and out of boxes when applicable
- Clarifying item limits
- Clean up crew

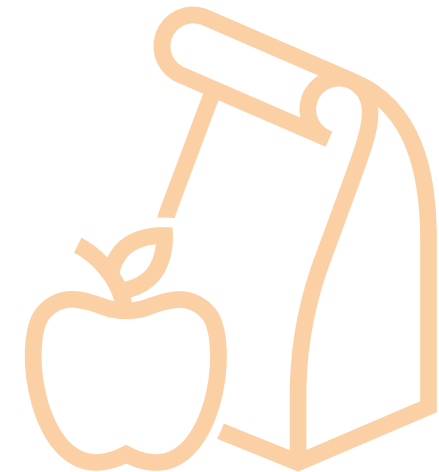
❖ Sites are encouraged to wear disposable gloves, but it is not mandatory or provided by SHFBOC

❖ Must be wearing closed toed shoes during the distribution



Food for Volunteers

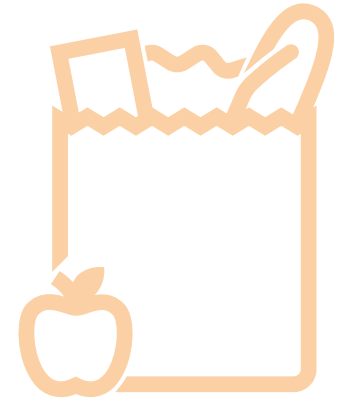
- ❖ Volunteers are welcome to receive food - the same amount that others are receiving
 - If they get food at the beginning, they start with those item limits
 - If they get halfway, they may get new item limits
 - Please announce to community members in line what is happening
- ❖ Before they get food, please collect their household information on the tally sheet
- ❖ Volunteers can only go through the distribution once and only get food for themselves
- ❖ When getting food volunteers would need to go through the front of the distribution and pick items
 - Once they get their items, they would need to restock



Product Overview



- ❖ Delivery will include a variety of the items below:
 - Produce, cold, frozen, and dry items
 - Milk, eggs, protein when we have them in inventory
- ❖ **Grocery Rescue:**
 - GR may be highly perishable items, which will be primarily topped off
 - Typically, won't see on invoice emailed but driver will have invoice that includes top offs
 - Sometimes you'll see GR on invoice if its dry
 - You will begin to see a wide variety of items within a category
 - With GR product partners are still expected to spot check the food that they receive
 - If item(s) seem to be in bad condition(more than 15% waste) please reach out
 - Since you will be receiving more variety, you will need to set item limits based on category
 - 1 item of frozen protein (may be mix of chicken, ground beef, pastries, bread etc)
 - You will still be receiving enough food for all the HH you serve



Invoice

- ❖ Inventory will depend on what we have in our DC and the amount of households you serve
- ❖ All packaged food must be distributed as is (no splitting/cutting product in half)
 - Ex: two bags of cereal in one box , 4-pack of fruit cups
- ❖ The quantity will be the same number as households served - each household gets one item/serving
- ❖ Items such as milk, eggs, and protein (such as chicken, ground beef etc.) are one of each per household
- ❖ Dry and produce will not always be exact but amount sent will be within the number of families you serve



Invoice



Special Instructions

Item No.	Description	Pack Size	Storage	Qty.	Unit	Ext. Weight	Unit Fee
16939	Eggs, Sm (CALF)	15/1dzn	REF	9	Case	180.00	-
17399	Probiotic Drink (DON)	4-5/2.7oz	REF	33	Case	132.00	-
17350	Zucchini (FARMTOFAM+CALF)	23lb case	REF	17	Case	391.00	-
17364	Melons (FARMTOFAM+CALF)	8ct	REF	17	Case	510.00	-
17385	Cabbage (CALF)	61lb case	REF	9	Case	549.00	-
17388	Lemons (CALF)	40lb/cs	REF	7	Case	280.00	-
17274	Potatoes (FARMTOFAM+CALF)	50lb bag	REF	13	BAG	650.00	-
17336	Slider Buns (DON)	12/12oz	FROZEN	11	Case	121.00	-
17323	Rice (CALF)	24/16oz	FROZEN	6	Case	150.00	-
16628	Mixed Frozen Foods - Starbucks Sample (DON)	12lb case 13	FROZEN	44	Case	528.00	-
14782	Water (DON)	24/16.9oz	DRY	11	Case	297.00	-
17384	Oats (CALF)	24/16oz	DRY	6	Case	150.00	-
17380	Vitamins (DON)	4-3/50ct	DRY	33	Case	165.00	-
17361	Cereal (DON)	8/14.2oz	DRY	17	Case	170.00	-
17367	Fruit Flavored Snacks (DON)	8/8oz	DRY	17	Case	85.00	-
16945	Espresso Concentrate (DON)	6/10oz	DRY	22	Case	110.00	-
15678	Mixed Dry Food (DON)	20lbs crate	DRY	13	Case	260.00	-
14558	Mixed Frozen Food (DON)	Assorted	FROZEN	402	LB	402.00	-
16567	Mixed Produce (GR-RES-DC)	21lb crate	REF	19	Case	399.00	-

Pack size X Qty = Total
Total / HH = Qty per HH

Eggs: 15 X 9 = 135

Probiotic Drink: 4 x 33 = 132
*There are 4 packs that contain 5 bottles of the probiotic drink

Lemons: 40 X 7 = 280 / 130
= 2 lbs

Zucchini: 23 x 17 = 391 / 130
= 3 lbs

Fruit Flavored Snacks: 8 x 17
= 136 / 130 = 1

Leftover Food

- ❖ By the end of your distribution, you should have no leftovers
 - Must not store any cold or frozen food
 - Very little dry items
- ❖ Food must always stay at distribution location
 - Food cannot be taken to other outside organizations
 - Ex: local church, community centers, etc.
 - Food can only remain onsite for **24 hours**
- ❖ If you have a lot of leftover food or not enough food, please let Samantha know so we can discuss adjusting your order!



Material Pick Ups (MPU)

Items we need back:

- ❖ Crates
- ❖ Plastic bins
- ❖ Pallets



Material Pick Ups (MPU)

- ❖ Have all materials staged and ready for pick-up where driver offloads pallets by the start of your material pick up window
- ❖ Items should be stored all together
 - If you do not have the capacity to store materials inside, they can be stored outside
 - If items are stored outside, DO NOT put items near waste areas, grass, dirt, mud, or any areas where puddles can form
 - If items are stored inside, DO NOT have crates or bins touching the floor or in carpeted rooms
 - Items should be on top of pallets
- ❖ **Materials need to be cleared of any debris and stacked on top of pine pallets**
 - Our drivers cannot and will not take any materials that:
 - Have trash
 - Appear to be pest infested
- ❖ If for some reason a driver does not take the items, please let me know
- ❖ If the pick ups are not happening, please let me know so that I can reach out to Transportation

How to Stage & Store Items:



You can stack pallets on top of each other, milk crates on one pallet, and even stack 2-3 pallets on top of each other then place additional material on top. Pallets **MUST NOT** exceed 5ft 9.5in.

Temperature Monitoring!

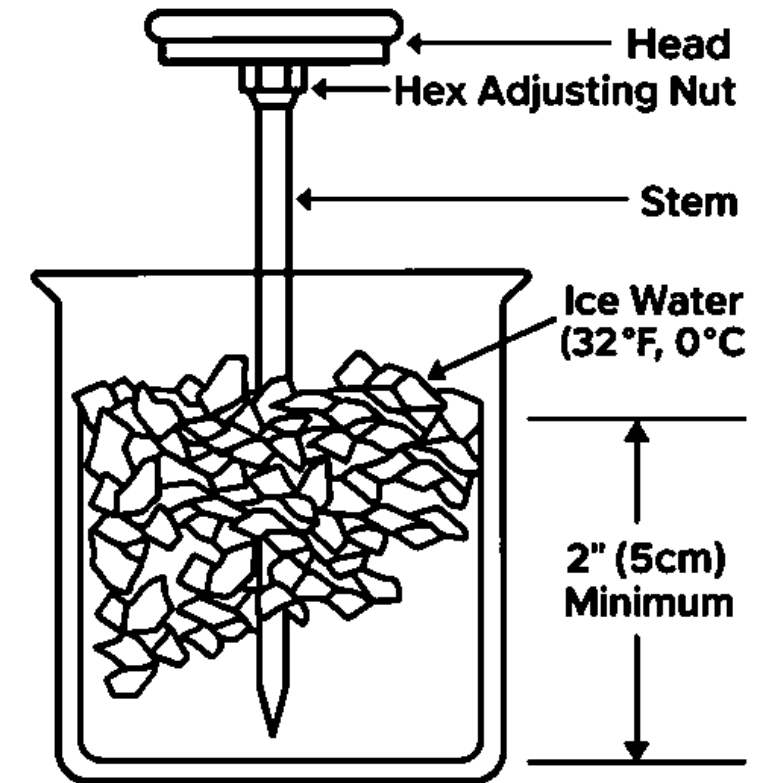


Temperature Monitoring

- ❖ Food being distributed from just in time deliveries must be checked to guarantee it is within the correct temperature range
 - Ensures food safety during distributions
- ❖ Partners will be provided with 2 digital probe thermometers and 1 infrared (IR) thermometer
- ❖ Calibrating your Thermometer:
 - You must check that your thermometer is showing the correct temperature
- ❖ You must calibrate:
 - Before each distribution begins
 - Make it part of your routine when getting ready to set up distribution
 - If you ever drop it or bump it
 - After extreme temperature changes
 - If readings seem off

How to calibrate your thermometer:

- ❖ Probe thermometer:
 - Will be using the ice water method
 - [USDA - Calibrating a Thermometer: Ice Water Method](#)
 - Additional instructions can be found on the box
- ❖ IR Thermometer:
 - Will be using the ice water method
 - Not so much calibrating but testing its accuracy
 - You will be pointing the IR thermometer dead center into the cup to verify its accuracy
 - Important to follow manufactures guidelines



How to Check Temperatures

- ❖ Sample one cold and one frozen item from the load
 - **Probe thermometer:** place between two similar items (do not puncture or open packaging)
 - **IR thermometer:** point IR laser directly at the center of the product
- ❖ If **MILK** or **CHICKEN** are present, those items **MUST** be checked
 - Wait for stable reading
 - Ensure the coldest part of the package is being measured
 - Use best judgment and avoid air pockets when measuring temperature



How to Check Temperatures

❖ If your cold sample is eggs:

- Because eggs can easily warm up in our hands, eggs should very seldom be handled. To check the temperature of the egg, we will be checking the ambient temperature around the eggs
- **Probe thermometer:** Make sure the divot on the stem of the thermometer is near the egg
- **IR thermometer:** Select one egg and aim the IR thermometer at the center of the egg



Expectations for Temperature Checking

- ❖ Partners are expected to calibrate their thermometer before distribution
- ❖ After delivery, continue with setup for distribution
- ❖ Once setup is complete, the partner will sample one cold and one frozen product from the distribution
 - **If chicken is present for frozen product, temperature must be taken**
 - **If milk is present for cold product, temperature must be taken**
 - Wait for a stable reading
- ❖ After temperature is taken, sites will verify if the product is safe for distribution following the temperature guidelines and decision trees
 - **If product is within the temperature guidelines → continue distribution**
 - **If food is above the temperature guideline → do not distribute, temp another product to ensure food safety**

Expectations for Temperature Checking

- ❖ Partners will temperature check, every 30 minutes after set up until distribution has ended
- ❖ Product not immediately being distributed or on back stock must be kept on proper temp using temperature retention devices (freezer blankets)
- ❖ Every site will receive a digital probe and IR thermometer for temp checking
- ❖ Sites are expected to have a thermometer on hand during a compliance visit to ensure temperature checking is taking place
 - Sites will not be expected to have temperature logs
 - Temp checking will be done during compliance visits
 - **Failure to have a thermometer during compliance visit → automatic non-compliance**



Safe Temperature Ranges

❖ Safe Temperature Ranges

❖ Cold $\leq 41^{\circ}\text{F}$ (5°C)

- If cold product is above 41°F (5°C) after setup of distribution, distribute immediately within two hours
- Any cold item above 50°F (10°C) or visible spoilage
 - Do not distribute; check another product

❖ Frozen $\leq 0^{\circ}\text{F}$ (-18°C)

- If a frozen item is above 0°F (-18°C) after set up of distribution, check the Decision Tree for next steps
 - **Decision Tree**

❖ When using IR thermometer and temperature seems off or not reading correctly

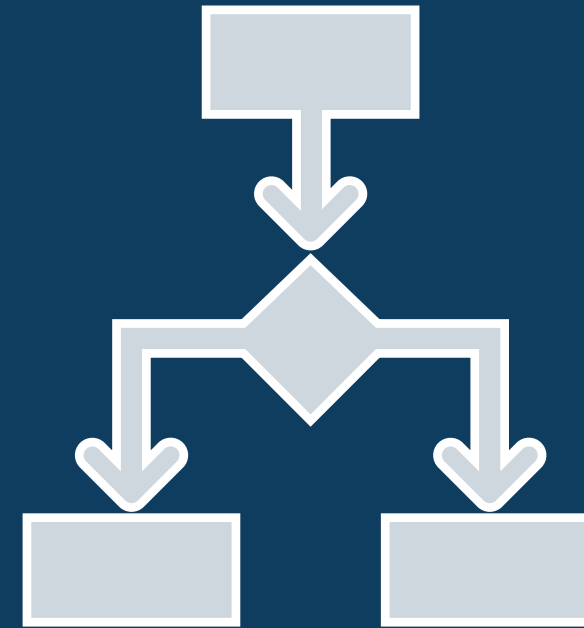
- **Verify temp with a probe thermometer**

Additional Programs:



Proxy PU*

**Must receive approval from SHFB to allow individuals to pick up for friend or family member*



TEFAP

Monthly Reporting



Monthly Reporting

What to report:

❖ Household (HH) served

❖ Ask Household (HH) breakdown to determine People Served:

- Children (0-18)
- Adults (19-59)
- Seniors (60+)

To ensure accurate reporting please ask each individual receiving food for the people served information

Record Keeping Tally Child (0-18), Adult (19-59), Senior (60+)

Partner Name: _____

Partner number: _____

Date of Distribution: _____



	Child	Adult	Senior		Child	Adult	Senior		Child	Adult	Senior		Child	Adult	Senior
1	1	1		41				81				121			
2			2	42				82				122			
3	3	1		43				83				123			
4	1	2	1	44				84				124			
5				45				85				125			
6				46				86				126			
7				47				87				127			
8				48				88				128			
9				49				89				129			
10				50				90				130			
11				51				91				131			
12				52				92				132			
13				53				93				133			
14				54				94				134			
15				55				95				135			
16				56				96				136			
17				57				97				137			
18				58				98				138			
19				59				99				139			
20				60				100				140			
21				61				101				141			
22				62				102				142			
23				63				103				143			
24				64				104				144			
25				65				105				145			
26				66				106				146			
27				67				107				147			
28				68				108				148			
29				69				109				149			
30				70				110				150			
31				71				111				151			
32				72				112				152			
33				73				113				153			
34				74				114				154			
35				75				115				155			
36				76				116				156			
37				77				117				157			
38				78				118				158			
39				79				119				159			
40				80				120				160			
Total				Total				Total				Total			

INSTRUCTIONS

*Ask each family: How many children, adults, and seniors live together and share food in their home? (including themselves)

*Individuals/families that live together but DO NOT share food should be counted as a separate household.

PAGE TOTALS

Households 4 Children 5
Adults 4 Seniors 3

What is a Household (HH)?

- An individual or group of people that buy and share food together



HH1: 1 Adult, 3 Children | HH2: 1 Adult, 2 Children

- Two mothers and their kids share an apartment
- Each shops & cooks for themselves and their own kids → 2 separate households



HH 1: 1 Adult

- Lives with roommates
- Buys & cooks for himself → 1 household



HH 1: 1 Adult 1 Senior 2 Children

- Lives with her mom & 2 kids
 - Buys & cooks for all → 1 household

Monthly Reporting

❖ **SG reporting link:** ([Senior Grocery \(SG\) Program Report Survey - Fill out form](#))

- Information on the tally sheet is being transferred to the reporting link

❖ **Complete:**

- Organization Name (drop down)
- SHFB Partner Number
- Name of individual reporting
- Email address of individual reporting
- Date of distribution
- HH questions

❖ **Did you receive enough food?**

7. Number of Children Served (18 years old and under - add all numbers in children column) *

Enter your answer

8. Number of Adults Served (19 - 59 years old - add all numbers in adult column) *

Enter your answer

9. Number of Seniors Served (60+ years old - add all numbers in senior column) *

Enter your answer

10. Number of Households Served (# of row you stopped on - should not exceed number of individuals served) *

Enter your answer

Monthly Reporting is due 3 business days after your distribution day

Made a mistake on reporting? Have questions?
Email: samantha@feedoc.org

Additional Contacts:



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Chance to win some SHFBOC Merch!

Feedback

