Mobile Food Pantry Handbook
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Roadrunner Food Bank Contact Information

**Partner Support Line**

partnersupport@rrfb.org

505-349-5352

All contact information is also listed at our website ([www.rrfb.org](http://www.rrfb.org))
Section 1-General Information
General MFP Information

A Mobile Food Pantry is a food distribution method in which food is delivered via a Roadrunner Food Bank truck with no need for storage to a designated location for immediate distribution to hungry people. A Mobile Food Pantry (MFP) program is a once a month delivery distributed in a farmers market style distribution.

Mobile Food Pantry Items

Both frozen and refrigerated items may be included at MFP distributions. Products may include produce, bakery goods, meat products, dairy and a variety of dry goods products. Roadrunner Food Bank builds the order and tries to provide a variety and the appropriate weight. Food is delivered via a refrigerated Roadrunner Food Bank truck to the designated location.

Recordkeeping and Paperwork

We require that your site keep a log of clients that receive food from your organization for at least one year.

Records must contain at least the date, the recipient’s name, their address or telephone number, and their signature. If you are serving families, you only need to get the information for the head of household and the total number of people served. Client information is required in the event of a recall on any foods that you might have received from Roadrunner.

Your site is required to have clients sign and update their information at every distribution. Client information must be kept for at least one year.

Please note that names of people and specific information about their lives and problems should be confidential and accessible only to appropriate individuals.

Food Safety

Below are our Food Safety Requirements:

- Food Safety Training is required once every two years from either Roadrunner Food Bank’s food safety site or an alternative certification, such as ServSafe.
- Always have gloves available for volunteers, especially when handling produce.
- You will receive a thermal blanket on your first delivery and will need to it to put over freezer items. Please make sure to keep frozen food covered before and during the distribution.
- Food must never be repacked. If there is a large bag of chicken
- Always store food at least 6 inches from the ground.
- Begin distribution within 30 minutes of truck delivery.
- Completely distribute all food within two hours.
• Any leftover Roadrunner product cannot be stored on site, unless site is approved by a site inspection.
• Any leftover Roadrunner product must be taken to another Roadrunner approved site.

Site Requirements

It is necessary to have an appropriate distribution location to accommodate the delivery of a large truckload of food product and the families it will be serving. Member agencies must provide a site that meets the following guidelines for Mobile Food Pantry distributions. Please let Roadrunner know if you are having a difficult time finding a location by calling 505-349-5352.

1. The site must be large enough for a truck/trailer to pull through and/or turn around. The entrance needs to be at least 15 ft. wide and free of obstructions (fences, fire hydrants, trees, signs, telephone/light poles, parked cars, etc.). Ideally, there should be no parked cars within 10 ft. of the entrance.
2. The parking surface should ideally be paved. Gravel and dirt surfaces are not conducive to our heavy trucks and equipment but can be assessed by Roadrunner on an as-needed basis.
3. Distributions may not take place on the street or any public sidewalks without written permission from the city.
4. Clients may not be within 3 ft. of the truck entrance or lane and must remain a minimum of 10 ft. from the truck while it is unloading unless they are given explicit permission by a Roadrunner driver.
5. The distribution must take place when there will not be children entering or exiting the location.

Helpful Mobile Food Pantry Materials

MFP Checklist

Here is a checklist of items needed for each mobile food pantry distribution. It is helpful to keep needed items in a box or bag to quickly grab for each distribution:

☐ A minimum of five (5) tables (increase by four for every 2,500 lbs added on)
☐ A minimum of eight (8) volunteers (increase by two for every 2,500 lbs added on)
☐ Sign in sheets
☐ Scissors, knife, or box cutter
☐ Battery operated calculator or cellphone with calculator
☐ Pens/pencils/writing pad
☐ Post it notes or tape and paper
☐ Thermal blanket (for frozen and refrigerated items)—Delivered at first distribution
☐ Gloves for handling produce
☐ Carts/wheelbarrows/wagons (Optional)
☐ Water for volunteers (Optional)
Section 2-Scheduling
Scheduling Confirmations

Approximately two weeks prior to the 1st of the month, MFP Scheduling Confirmations are sent out. Please review the information on the Confirmation to verify it is accurate. If anything is incorrect, please let us know by contacting partnersupport@rrfb.org or 505-349-5352.

Scheduling Information

Before beginning distributions, your member agency will work with our Transportation Department to select a time and day in the month for distribution (ex. 3rd Friday of the month at 2:30pm). Requested date/time is subject to calendar availability, and a Roadrunner representative will notify you of any Roadrunner schedule changes that may affect your regular distribution.

Here are some important scheduling basics:

- Schedule change requests must be made at least two (2) weeks in advance of your regularly scheduled MFP distribution date.
- Date or time change requests must be submitted online through the MFP Change Form
  - This includes breaks for holidays – we cannot keep track of numerous organization’s schedules; it is your responsibility to reschedule within the two weeks
- If you need to cancel a distribution, you must submit an MFP Change Form
  - This includes breaks for holidays – we cannot keep track of numerous organization’s schedules; it is your responsibility to reschedule within the two weeks
- To stop distribution for any sort of holiday, summer break, etc. you must submit an MFP Scheduling Form. We highly encourage all member agencies to distribute year round.

All scheduling MUST be completed online at:
www.rrfb.org>Partner Agency Log in>MFP Change Form

The MFP Change Form needs to be completely filled out when submitted.
MFP Change Form

Agency No: CHMUNI
Agency Name: University Hills Elementary
Contact Name: 
Phone Number: 
Email Address: 

Is this your first distribution? (Required)
- Yes
- No

Is this a one time change or permanent change? (Required)
- One time change
- Permanent change

Please select the requested change(s).
- Increase number of households
- Decrease number of households
- Distribution date change
- Distribution time change

Number of Households: 50 Households ($475) (required)
Requested Distribution Date: 
Truck Arrival Time: 
Distribution Site Name: 
Distribution Site Address: 
City: 
Zip Code: 
County: 

Directions to Distribution Site (From Food Bank): 

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Section 3-Mobile Food Pantry Orders
Order Confirmation

You will be emailed an Order Confirmation the day before your distribution. You can use the Confirmation to figure out how much of each food item your clients can receive.

Order Confirmation Cheat Sheet

During your first distribution your Roadrunner will assist you in determining how much food to provide each household. However, here is a helpful guide for all your future distributions.

CASE SIZE $\times$ QUANTITY $\div$ HOUSEHOLDS

*The number will never come out exact so round to the nearest whole number

ASSORTED PALLET: Assorted pallets can be an assortment of products such as dairy, juice, entrees, and dry goods. Each pallet will have enough for each household to receive the same amount of product even though it may be different product. Distribute these pallets based on number of items rather than similarity of items. For example, if you are distributing to 50 households and you have 25 eggs and 25 cartons of milk, then each household would choose one item rather than receiving one of both.

DRY GOODS: Use the weight as the case size in the equation. Once you figure out the total weight for each household approximate how many items it will come out to. If you notice that you are half way through your distribution and more than half the dry goods boxes are gone, lower the amount you give to each household, and vice versa.

BULK PRODUCE: Use the weight of the bag/box as your case size (e.g. 50 lb box, 100 lb bag) in the equation to figure out how much weight for each household. Then approximate how many of the particular item will make up the weight per household. Having plastic bags on hand to start pre bagging helps the flow of the distribution.

BREAD: Bread is always going to be between one and four loaves per household. Just like the rest of the items, if you have fewer households participate than you anticipated please increase the amount you hand out to ensure that all the food is distributed.

BONUS PRODUCT: Occasionally you will receive bonus product. We push this product because we would rather it be used than go bad in our warehouse. This product will not always be intended for every one of your clients. For example, you could receive baby food. If this happens, do not feel like you have to divide evenly and distribute it to everyone. Instead, you should give a larger amount to only the households that can use it.
Order Confirmation Example

CASE SIZE × QUANTITY ÷ HOUSEHOLDS
*The number will never come out exact so round to the nearest whole number
Below is a sample order from a real CHI MFP.

When using CASE SIZE × QUANTITY ÷ HOUSEHOLDS, let’s look at Milk– Assorted. There are 12 cases of milk. Each case has 50, 1/2 pints of milk. So you will take 50(case size) x 12(quantity) ÷ 50 (this is a 50 household mobile food pantry)= 12 (each family receives 12, 1/2 pint milks)

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Description</th>
<th>Unit</th>
<th>Pack Size</th>
<th>Quantity</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>350331</td>
<td>Produce - Assorted -</td>
<td>Pallet</td>
<td>Bulk/1000 lb</td>
<td>1</td>
<td>$0.00</td>
</tr>
<tr>
<td>350331</td>
<td>Produce - Assorted -</td>
<td>Pallet</td>
<td>Bulk/1000 lb</td>
<td>1</td>
<td>$0.00</td>
</tr>
<tr>
<td>500000</td>
<td>Bread - Assorted</td>
<td>Pound</td>
<td>Various Pack</td>
<td>250</td>
<td>$0.00</td>
</tr>
<tr>
<td>001989</td>
<td>Assorted - Cooler</td>
<td>Pallet</td>
<td>Bulk/500 lbs</td>
<td>1</td>
<td>$95.00</td>
</tr>
<tr>
<td>150405</td>
<td>Milk - Assorted -</td>
<td>Case</td>
<td>50-1/2 pint</td>
<td>12</td>
<td>$0.00</td>
</tr>
<tr>
<td>020170</td>
<td>Beverage - Tea - Assorted</td>
<td>Case</td>
<td>16-1 Pint</td>
<td>9</td>
<td>$35.91</td>
</tr>
<tr>
<td>440108</td>
<td>Chicken - Breaded Chunks</td>
<td>Case</td>
<td>12-10 oz</td>
<td>13</td>
<td>$19.76</td>
</tr>
<tr>
<td>179990</td>
<td>Eggs - Fresh-</td>
<td>Case</td>
<td>9-1 dozen</td>
<td>17</td>
<td>$48.45</td>
</tr>
<tr>
<td>150451</td>
<td>Cream - Whipping Cream - Organic</td>
<td>Case</td>
<td>12-16 oz</td>
<td>8</td>
<td>$18.24</td>
</tr>
<tr>
<td>150555</td>
<td>Cottage - Cheese</td>
<td>Case</td>
<td>6-16 oz</td>
<td>13</td>
<td>$14.82</td>
</tr>
<tr>
<td>120013</td>
<td>Sauce - Red Chile - Enchilada</td>
<td>Case</td>
<td>30-15 oz</td>
<td>5</td>
<td>$32.30</td>
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<tr>
<td>110039</td>
<td>Seasoning - Taco-Cheesy</td>
<td>Case</td>
<td>32-1oz</td>
<td>5</td>
<td>$1.90</td>
</tr>
<tr>
<td>050244</td>
<td>Coffee - Creamer - Non-Dairy</td>
<td>Case</td>
<td>288-13 ml</td>
<td>3</td>
<td>$6.27</td>
</tr>
</tbody>
</table>

Each family receives 12, 1/2 pint milks

Cottage Cheese 1-2 containers per family
13 x 6 = 78
78 ÷ 50 = 1.56
Section 4-Distribution And Volunteers
Client Choice

A Mobile Food Pantry should always be “client-choice” or “farmer’s market style”. That means your clients should be able to choose the foods that are right for them. Please do not pre-box any items. Produce can be bagged. When there are, for example, hundreds of apples and potatoes. You could bag a certain number of apples and potatoes per household.

This type of distribution encourages greater interaction between volunteers and clients, allowing them to share recipes, family traditions, life stories and more. Clients shop with dignity and self-worth in an active social environment.

Distribution

Before Distribution

An order confirmation detailing what items and amounts your member agency will be receiving on the distribution the following day will be sent to the Main Coordinator’s email. If you do not receive an email, please call the Partner Support Line at 505-349-5352. Make sure to double check your order confirmation’s date and time.

Each member agency is responsible for informing their clients of the distribution. We recommend advertising the distribution time 30 minutes after the scheduled truck arrival so volunteers will have adequate time to set up.

You will also need to figure out how much food each household should receive. Please see the Order Confirmation Section for more information.

Distribution Day

- On the day of the distribution, the Roadrunner Food Bank truck will arrive approximately half an hour before the distribution is scheduled to begin. For food safety purposes, distribution should start no later than one hour after the food is delivered.
- Clients will likely arrive very early to a distribution. Keep in mind where you want the line to be and clearly communicate that with clients to avoid confusion.
- Once the Mobile Food Pantry truck has arrived, the Main Coordinator and volunteers are responsible for setting up the tables, setting up the food, registering clients, assisting clients with product selection, and carrying clients’ goods to their vehicles.
- Sufficient volunteers must be available to assist with food selection and carrying food boxes/bags to the clients’ vehicles. When everyone has been served (approx. 2 hours), volunteers are responsible for cleaning up the site.
- Please make sure all the food that is delivered is distributed! If any food is left over it is the responsibility of the Member Agency to ensure that the food is donated to a Roadrunner Food Bank approved Member.
- To locate a Member Agency please visit our website at www.rrfb.org or for additional assistance please contact the Community Initiatives team.
Volunteers

Volunteer Responsibilities

The member agency is responsible for providing an adequate number of volunteers to distribute the Mobile Food Pantry products. Roadrunner Food Bank recommends that the Member Agency have a minimum of four volunteers and four tables for every 25 families to be served. This is to ensure that there are an adequate number of volunteers available for a well-run distribution. Please make sure you have enough volunteers to not only staff the distribution tables, but to help carry the product to clients’ vehicles.

Volunteer Skills

The basic volunteering skillset below may help when choosing volunteers.

- Positive and professional demeanor
- Respectful and friendly communication style and presence
- Willingness to work cooperatively with all staff and volunteers
- Ability to remain at work station throughout the food distribution process
- Physical ability to perform task
- Demonstrate sound judgment
- Maintain the confidentiality of all participating customers and volunteers

Potential Volunteer Roles

Site Lead: 1 Person
This is normally the Main Coordinator. They are responsible for overseeing the Mobile Food Pantry distributions. Responsibilities include:

- Designating and training at least one back up to this position. These back up volunteers should plan to attend the full length of the distributions consistently each month in order to have a strong knowledge base and clear understanding of the MFP process.
- Train and direct volunteers.
- Make sure reports are submitted to Roadrunner.

Family Intake/Sign In: 1-2 people
The volunteer in this position is responsible for gathering information and obtaining signatures from families attending the Mobile Food Pantry. It is critical that anyone in this position maintains the confidentiality of all the customers.

Food Distribution: 1-2 People per Table
The volunteers in these positions are responsible for providing food items to clients. Food distributors must be able to sort food by category and ensure that the number of food items selected by clients is in keeping with household sizes.

Optional Food Distribution Carryout: 1-2 People per Table
The volunteers in these positions are responsible for helping clients take food to their vehicles. They can do this by carrying boxes, pulling wagons, and/or pushing carts.
Suggested Layouts

A good layout is key to a well-run distribution. Below are two examples of how to set up and work the flow of your MFP distribution.
Mobile Food Pantry FAQs

Q. Why don’t we always receive enough of one item for every household?
A. Items are sorted into categories that are often made up of different products. The variety allows clients to have some options for the food they will take home.

Q. Does Roadrunner supply boxes and/or bags for the distribution?
A. No. The Member Agency is responsible for providing boxes or bags for the MFP distribution. You may also advise clients to bring their own.

Q. How much time do we need to set up?
A. For 50 households, half an hour set up time is sufficient, and for over 50 households, plan on at least one hour of set up time.

Q. What if I get a large item such as five pounds of ketchup?
A. Your Member Agency cannot break up the ketchup and pour it into smaller containers for everyone. It is best to leave it out for a larger family that could use it.

Q. Do we need to check ID and proof of income?
A. No. Roadrunner does not require an ID or proof of income to participate in an MFP distribution.

Q. Can volunteers receive food?
A. Yes. If your volunteers meet the same qualifications as other clients receiving food they may receive food and be accorded the same privileges as your other clients participating in the distribution – no more and no less. Volunteers must be spread throughout the line and should not all receive their food boxes at the same time.

Q. Can someone deliver a food box to an individual who is homebound?
A. Absolutely. They will however need to fill out a Pick-Up Authorization form.

Q. Why do you ask for client phone numbers and/or addresses?
A. This is a health and safety issue. We ask you to maintain this information so that clients can be contacted in the event of a food recall. Their information should not be forwarded to Roadrunner, but should be retained by you, the sponsoring organization.
## Mobile Food Pantry Fee Structure Chart

<table>
<thead>
<tr>
<th>Households</th>
<th>Sponsorship Fee</th>
</tr>
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<tbody>
<tr>
<td>50</td>
<td>$175</td>
</tr>
<tr>
<td>75</td>
<td>$213</td>
</tr>
<tr>
<td>100</td>
<td>$300</td>
</tr>
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<td>350</td>
<td>$625</td>
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<tr>
<td>400</td>
<td>$650</td>
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</tbody>
</table>
Appendix- Forms

Pick-Up Authorization Forms
Food Pantry Log
Client Card
Free Distribution Flyer
Feedback Flyer
Volunteer Standards of Agreement
Pick-Up Authorization

I, ________________________________, hereby authorize ________________________________ (Client Name) (Printed name of Person to pick-up box)
to pick-up my Food Box/Bag from ________________________________ (Name of Agency or Organization)
and deliver it to me at my residence as I am unable to do so myself. This Authorization shall remain in effect until _____________________________.

____________________________  ____________________________
Client Signature                                           Date

____________________________  ____________________________
Agency Representative                                           Date

____________________________
New Authorized Name Change Taken By Date
____________________________/___________________________/__________________
____________________________/___________________________/__________________
____________________________/___________________________/__________________
____________________________/___________________________/__________________
Autorización para Recoger los Alimentos

Yo, _________________________, por este medio autorizo a
_______________________________ (Nombre del cliente) (Escriba el nombre de la persona que recoge la caja)
para recoger mis alimentos __________________________________________
(Nombre de la Agencia u Organización)
Y me la entregan a mí en mi residencia ya que no puedo hacerlo yo mismo(a). Esta autorización se mantendrá en efecto hasta que _________________________.

____________________________  __________________
Firma del Cliente            Fecha

____________________________  __________________
Representante de la Agencia  Fecha

____________________________
Nuevo Nombre Autorizado

____________________________/_____________________/______________
Cambiar por
____________________________/_____________________/______________
# Client Card

## Front

<table>
<thead>
<tr>
<th>Name of Site Here</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name</td>
<td>First Name</td>
</tr>
<tr>
<td>Phone</td>
<td>Address</td>
</tr>
<tr>
<td>City</td>
<td>Zip</td>
</tr>
</tbody>
</table>

## Household Size

<table>
<thead>
<tr>
<th>Seniors (55+)</th>
<th>Adults (18-54)</th>
<th>Children (birth-17)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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## Back

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
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<table>
<thead>
<tr>
<th>Date Food Received</th>
<th>Signature</th>
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<tr>
<td></td>
<td></td>
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<td></td>
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</tbody>
</table>

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The food distribution program at this location is FREE to people in need of food assistance. You will not be required to pay, put in volunteer hours, attend service or participate in any activity in order to receive your food. If you choose to make a voluntary donation, you may do so.

505-349.5352
Roadrunner Food Bank

If you have any questions about this policy or have been asked to pay for food or to participate in an activity or service in order to receive food, please contact:

Roadrunner Food Bank
505-349.5352
Or email: partnersupport@rtrb.org
505-349-5352
Roadrunner Food Bank:

Please contact: Roadrunner Food Bank:

Comments about this site. We welcome your comments and would like to receive your compliments or
Agradecemos sus comentarios y nos gustaría recibir sus cumplidos o quejas sobre este sitio.

Favor de contactarse con:
Roadrunner Food Bank:
505-349-5352

o en la página: partnersupport@rrfb.org
Volunteer Standards of Conduct

1. Volunteers who qualify to receive food are permitted to go through the line at appropriate intervals as determined by the Sponsor. However, all volunteer boxes MUST be removed from the distribution site after receipt. Any volunteer found to be taking more than the allotted amount per household or perceived to be choosing more sought-after items in an inequitable fashion will be asked to leave and will not be permitted to volunteer again.

2. No volunteer or family member will be allowed to eat any of the RRFB food during the distribution. If volunteers bring food from home they must leave the distribution line while eating it.

3. Volunteers are prohibited from showing any favoritism. All clients, volunteers or not, are to be treated equally.

4. Volunteers may not accept payment or food of any form for registration or assistance from clients.

5. If Volunteers see something that strikes them as ‘wrong’, i.e., Mr. and Mrs. Romero are coming through the line and they both have a box and you know they are one household, Volunteers must inform the coordinator.

6. Volunteers must be safety aware – removing trash and boxes so people don’t trip over them. Keeping the distribution area clean, and being sure that box openers or other hazardous items are put away and not left where clients or children might grab them.

7. No sponsor or volunteer will be allowed to participate if under the influence of drugs or alcohol.

8. Volunteers must be polite, respectful, and helpful to clients, regardless of circumstance. Any volunteer found not in accordance will be asked to leave and will not be permitted to volunteer again.