Senior Hunger Initiative (SHI) Handbook
Welcome!

We are so very pleased to be working with sites around New Mexico on the new Senior Hunger Initiative (SHI). We believe that this program will make a significant difference in the lives of seniors throughout the state. As we move forward on this exciting new venture, we believe that RRFB and participating sites are partners in every sense of the word.

Please do not hesitate to reach out via phone or email if a concern arises or any questions come to mind. Our goal is to create a program that works and impacts lives. We are deeply grateful for your commitment to making this program a reality and a resounding success.

Thank you,

Community Initiatives Department

Roadrunner Food Bank

PartnerSupport@rrfb.org

505-349-5353
Roadrunner Food Bank’s Mission, Values, Vision, and Services

Mission – our goals:

FEED every hungry person today,

SEED partnerships that build self-sufficiency for tomorrow, and

LEAD to aSHIeve our vision of permanently ending hunger in New Mexico.

Values – what’s important to us:

Accountability
Integrity
Respect
Unity Through Teamwork
Passion

Vision – what we want to aSHIeve:

To permanently end hunger in New Mexico

Services – what we do:

Identify needs
Rescue food perfectly safe for human consumption
Distribute emergency food
Advocate for the hungry
Educate the hungry about resources
Educate the public about hunger
# Table of Contents

Welcome! .......................................................................................................................... 2
Roadrunner Food Bank’s Mission, Values, Vision, and Services .................................. 3
Section 1 - General Information .................................................................................... 7
About Roadrunner Food Bank ....................................................................................... 8
   More about our Mission ............................................................................................. 8
Roadrunner Food Bank Information Guide ................................................................... 9
   Commonly Used Terms & Acronyms ......................................................................... 9
   Roadrunner Food Bank Contact Information .......................................................... 9
General Information ...................................................................................................... 10
   “As Is” Food ............................................................................................................... 10
   Product Usability ........................................................................................................ 10
   Use of Food ................................................................................................................ 10
   Volunteers and Staff in Need of Food ...................................................................... 10
Communication ............................................................................................................. 11
   Biweeklies .................................................................................................................. 11
   Site Coordinator Updates .......................................................................................... 11
   Site Closures .............................................................................................................. 11
   Inclement Weather ..................................................................................................... 11
Site Coordinators .......................................................................................................... 11
   Site Coordinators ....................................................................................................... 11
SHI FAQs ....................................................................................................................... 12
Section 2 - SHI Requirements ..................................................................................... 14
SHI Program Requirements ......................................................................................... 15
Recordkeeping and Paperwork ...................................................................................... 16
   Client Information ...................................................................................................... 16
   Client Files .................................................................................................................. 16
   Pantry Logs .................................................................................................................. 16
   Bill of Lading ............................................................................................................. 16
Reporting ......................................................................................................................... 16
   Monthly Reporting ...................................................................................................... 17
Section 3 - Distribution Models Site Pantry .................................................................. 19
General Site Pantry Information .................................................................................... 20
   Online Shopping ....................................................................................................... 20
   Large Orders ............................................................................................................... 20
   Awarded Amount ....................................................................................................... 20
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery Services</td>
<td>20</td>
</tr>
<tr>
<td>Delivery Information</td>
<td>20</td>
</tr>
<tr>
<td>Returns</td>
<td>20</td>
</tr>
<tr>
<td>Warehouse Closures and/or Changes to Delivery Schedule</td>
<td>21</td>
</tr>
<tr>
<td>Pantry Operations</td>
<td>21</td>
</tr>
<tr>
<td>Ordering Guidelines</td>
<td>21</td>
</tr>
<tr>
<td>Keeping Pantry Records</td>
<td>22</td>
</tr>
<tr>
<td>Need</td>
<td>22</td>
</tr>
<tr>
<td>Food Handling and Storage</td>
<td>23</td>
</tr>
<tr>
<td>Storage Requirements</td>
<td>23</td>
</tr>
<tr>
<td><strong>FIFO = First In First Out</strong></td>
<td>23</td>
</tr>
<tr>
<td>Shelf Life Reference Guide</td>
<td>24</td>
</tr>
<tr>
<td><strong>Section 4- Distribution Models Mobile Food Pantry</strong></td>
<td>25</td>
</tr>
<tr>
<td><strong>General MFP Information</strong></td>
<td>26</td>
</tr>
<tr>
<td><strong>What is a Mobile Food Pantry?</strong></td>
<td>26</td>
</tr>
<tr>
<td>Scheduling</td>
<td>26</td>
</tr>
<tr>
<td><strong>Site Requirements</strong></td>
<td>27</td>
</tr>
<tr>
<td>Distribution</td>
<td>27</td>
</tr>
<tr>
<td>Before Distribution</td>
<td>27</td>
</tr>
<tr>
<td>Distribution Day</td>
<td>28</td>
</tr>
<tr>
<td>Volunteers</td>
<td>28</td>
</tr>
<tr>
<td>Volunteer Responsibilities</td>
<td>28</td>
</tr>
<tr>
<td>Volunteer Skills</td>
<td>28</td>
</tr>
<tr>
<td>Potential Volunteer Roles</td>
<td>28</td>
</tr>
<tr>
<td><strong>Helpful Mobile Food Pantry Materials:</strong></td>
<td>29</td>
</tr>
<tr>
<td>MFP Checklist</td>
<td>29</td>
</tr>
<tr>
<td>Order Confirmation Cheat Sheet</td>
<td>30</td>
</tr>
<tr>
<td>Order Confirmation</td>
<td>30</td>
</tr>
<tr>
<td>Suggested Layouts</td>
<td>32</td>
</tr>
<tr>
<td>Mobile Food Pantry FAQs</td>
<td>33</td>
</tr>
<tr>
<td><strong>Section 5- Compliance Policy</strong></td>
<td>34</td>
</tr>
<tr>
<td>Compliance Policy</td>
<td>35</td>
</tr>
<tr>
<td>Monitoring</td>
<td>35</td>
</tr>
<tr>
<td>Food Safety Training/Required Licenses</td>
<td>35</td>
</tr>
<tr>
<td>Recall Procedures</td>
<td>35</td>
</tr>
<tr>
<td>Written Recall Policy</td>
<td>36</td>
</tr>
<tr>
<td>Additional Food Safety Information</td>
<td>36</td>
</tr>
<tr>
<td>Compliance Policies</td>
<td>36</td>
</tr>
<tr>
<td>Topic</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Policy Violations &amp; Disciplinary Actions:</td>
<td>37</td>
</tr>
<tr>
<td>Religious Accommodation Policy</td>
<td>38</td>
</tr>
<tr>
<td>Section 6- Seed Activities and the Supplemental Nutrition Assistance Program (SNAP)</td>
<td>39</td>
</tr>
<tr>
<td>SNAP</td>
<td>40</td>
</tr>
<tr>
<td>SNAP FAQs</td>
<td>40</td>
</tr>
<tr>
<td>Seed Activities</td>
<td>41</td>
</tr>
<tr>
<td>Appendix A: Forms</td>
<td>42</td>
</tr>
</tbody>
</table>
Section 1- General Information
About Roadrunner Food Bank

Roadrunner Food Bank is the largest, most comprehensive hunger relief organization in New Mexico. In 2016, we distributed over 32 million pounds of food through a statewide network of over 400 partner agencies and four regional food banks. Each dollar donated is converted into five meals for hungry New Mexicans. Roadrunner Food Bank is the only member of Feeding America—the Nation’s Food Bank Network—in New Mexico.

More about our Mission

The first part of Roadrunner Food Bank’s mission is to “Feed every hungry person today.” This is what drives the work we do - the basic principal of getting food to hungry people. The amount of food distributed continues to increase, and we are constantly looking for ways to improve, expand, and refine that process.

Next is to “Seed partnerships that build self-sufficiency for tomorrow.” Seed means connecting clients with organizations that provide other needed resources. We are all too aware that the clients that stand in our food lines are suffering from more than hunger; they are often experiencing poverty. Roadrunner Food Bank is committed to working with organizations outside of hunger relief to help bring much needed additional resources to your clients to improve their overall well-being.

The final part of our mission is to “Lead to aSHIeve our vision of permanently ending hunger in New Mexico.” Lead means a number of things to us. It means public education, advocacy, coalition building, and creating partnerships between the public and private sectors. We administer Lead in two different ways, from the top down, i.e. elected officials, and from the ground up, i.e. clients and agencies. The more people are aware of the issues of hunger and poverty our clients face, including the clients themselves, the louder our collective voices will become.
Commonly Used Terms & Acronyms

**SHI** – Senior Hunger Initiative

**MFP** – Mobile Food Pantry

**Partner Agency, Agency, Member, Site, SHI Site** – Any partner organization (including SHI sites) that distribute food received from Roadrunner Food Bank

**Roadrunner** – Roadrunner Food Bank

**RRFB** – Roadrunner Food Bank

**SNAP** – Supplemental Nutrition Assistance Program

**USDA** – United States Department of Agriculture

**Main Coordinator** - This person is the main person from an organization that deals with Roadrunner Food Bank. They are responsible for all paperwork and requirements. They are often the person onsite organizing the distribution or delivery.

**Alternate Coordinator** – This person is the **Main Coordinator's** alternate. They could also be responsible for paperwork and requirements. They could also be onsite organizing the distribution or delivery.

Roadrunner Food Bank Contact Information

**Partner Support Line**
(505) 349-5352 PartnerSupport@rrfb.org

Contact our Partner Support line for change in coordinators/site contacts, distribution questions, reports, training, transportation, orders, scheduling, missing items, etc.

All contact information is also listed at our website (www.rrfb.org)
“As Is” Food

When your site becomes a SHI partner, it agrees to take items from the Food Bank “AS IS.” This means that your site agrees to accept the food provided unless it is inedible.

Product Usability

75% of the food distributed by Roadrunner Food Bank has been rescued. This means that we have picked the food up from a retail store, such as Wal-Mart. The food we rescue is perfectly safe for human consumption but cannot be sold in the stores. Thanks to Feeding America, we have many national relationships with retail stores that allow us to pick up food that would otherwise end up in a landfill. We sort all of the food prior to placing it into inventory, and every possible effort is made to ensure that high quality food is distributed. A lot of our food is toward the end of its life, so it is very important that you check each item carefully as you unload it for your Food Pantry or Mobile Food Pantry and discard the few items that may have slipped through.

It is the site’s responsibility to check all items upon delivery. While there may be a few items that are spoiled or rotten, we do not expect you to distribute items if the majority of them are unusable.

Please send a photograph and email to PartnerSupport@rrfb.org if the majority or all of the items delivered are unusable. This helps Roadrunner investigate the issue. Canned foods should only be discarded if there is damage to the top or bottom rim of the can, a sharp dent in the side or rust on the rim.

Dry good products such as cereal, pasta, and crackers should only be discarded if the inside bag is torn or compromised. Please remember that food bank product is donated from a number of different sources, and sometimes the outside packaging will be damaged. This does not mean that the product on the inside of the bag or can is compromised.

Use of Food

All Food Bank products must be directly served or distributed to needy people by the site receiving them. When food or other products are obtained from the Food Bank, the site agrees not to use those products for fundraisers or any other activities at the site or other organizations.

SHI sites are not to impose a charge or require any donation for meals, food, or other products prepared or by the site or items acquired from Roadrunner Food Bank.

Sites are not to sell, trade, exchange, or barter any food or other products for other goods, services, money, or other items. Sites must not transfer food or other products to another site, agency, or organization unless they are a Roadrunner partner.

Volunteers and Staff in Need of Food

Volunteers and staff at your site may receive food as long as they meet the same requirements as your clients, which means they need to be a senior. If you wish to have volunteers receive food, they must go through the line in intervals to ensure fairness among all clients.
• Volunteers/staff cannot be shown preference
• Volunteers/staff must always be staggered through the pantry line
• Volunteers/staff must take their food and store it away from the distribution or pantry as the rest of the clients move through the line

Communication

Roadrunner communicates heavily through emails so please ensure you are able to receive Roadrunner emails. We recommend asking your IT department to whitelist the domain @rrfb.org.

Biweeklies

Roadrunner sends out biweekly communications on important updates and information, along with helpful tips to our partners and reminders. Closures and holidays are also communicated in biweeklies.

Site Coordinator Updates

You must keep Roadrunner updated if your site coordinator or principal changes. If your site will have a new coordinator running the SHI Program, please contact PartnerSupport@rrfb.org to sign new paperwork.

Site Closures

It is the site’s responsibility to let Roadrunner know if there will be any closures that affect deliveries.

Inclement Weather

We do not want to interrupt the delivery of food to our sites due to inclement weather (snow/mud) so there are a few things we request should your location experience bad weather:

• First, keep in touch with Roadrunner Food Bank through the Operations Line about driving conditions the day prior and the day of your distribution.
• Second, if driving conditions are fine but your actual site location is not suitable for a large Roadrunner truck (ice/mud), please identify an alternate location where our driver could meet you to deliver your order. This should be a location where our driver can assist you in transferring food from our truck to your vehicle(s), should you have them, for you to take to your site to distribute.
• Third, monitor your local conditions so that you and our driver can coordinate about whether the roads are safe and passable and if an alternate site should be used. While the final delivery decision is at the discretion of our driver, your input is valuable and always appreciated.

Site Coordinators

Site Coordinators

Roadrunner finds we have the most success with our site partnerships when we work primarily with one main site representative. We refer to that person as the Main Coordinator. This person
is responsible for the paperwork and requirements. They are often the person onsite organizing the distribution or delivery.

We also highly recommend there be an Alternate Coordinator, who is the Main Coordinator’s alternate in case they cannot be at the distribution. They could also be responsible for the paperwork and requirements. They could also be the person onsite organizing the distribution or delivery.

We require that at least one of these coordinators have:
- Current food safety training (through Roadrunner)
- Received training from Roadrunner
- Been listed on the SHI Information Form

We encourage both Coordinators to receive food safety and other necessary training from Roadrunner. If your site needs to change coordinators, please contact Roadrunner at PartnerSupport@rrfb.org as soon as possible to let us know so we can update paperwork and training.

**SHI FAQs**

**What if my site has a large number of clients, far more than our Senior Mobile Food Pantry or Senior Pantry serves, in need of food distribution?**

Every site will be different in the number of clients that need food assistance through your Senior Mobile Food Pantry or Senior Pantry. It is possible that you will have more families than you have food for distribution. There is a variety of ways to handle this issue in an equitable manner.

**First Come, First Serve:** On the day of distribution, the first clients who arrive receive food. Those that arrive later can collect food if there is any left.

**Waiting List:** Keep a list of clients, the first ones who contact the coordinator can be added to the pantry list and any others are put on a waiting list. As clients rotate off (due to moving, not needing assistance any longer, etc.), add those on the waiting list to the pantry list.

**Groups:** You may choose to gather all the names of interested clients, assign them a particular group (A, B and C), and rotate those groups throughout the year. For example, 150 families sign up, 50 are assigned to Group A, 50 to Group B, and 50 to Group C. Group A attends the September distribution, Group B the October distribution, Group C the November distribution, then back to Group A for December, and so on and so forth.

**Referral:** Form a relationship with a nearby pantry that also receives food from Roadrunner. If you have families that come to you that are in desperate need and not on your list, you can refer them to the nearby pantry immediately (see below for more on this).

**Equitable:** The families at your site need to have equal opportunities to take advantage of the distribution.

You may also come up with a system completely different than the above suggestions. Whatever works well for your site and remains within the parameters of the SHI agreement is fair game. In fact, if you come up with something that works particularly well, please share it with us at PartnerSupport@rrfb.org.
**Sometimes we have some food left over...what do we do with it?**

Any food from Roadrunner must be distributed to those in need. Our first suggestion is to adjust the amounts while distribution is taking place to avoid left-over food. Short of that, we highly suggest building a relationship with a nearby Roadrunner Partner Agency. You can find Partner Agencies in your area by visiting [www.rrfb.org](http://www.rrfb.org) and using our zip code referral list on the left side under “Get Help Now”. That way, if you ever do have food left over after a food distribution, you can give it to that Partner Agency. As a side note, please do let us know if you transfer food to another Agency. It will not be an issue, but we are required to track the food distributed to agencies. Unless you were approved for an onsite pantry, you may not store any left-over food.

**A family that lives down the street from the site needs help with food, but they don’t have seniors in their household. What should we do?**

Here again is a great reason to build a relationship with a nearby Roadrunner Partner Agency. Your first step would be to refer them to a local food pantry. Please remember that all clients served though the SHI Program must be seniors as the SHI Program is really meant for seniors at your site. If you have any questions about this, or believe you may have an extenuating circumstance, please contact the Programs Support Line at 505-349-5353.
Section 2- SHI Requirements
There are different models to choose from for your site’s SHI program. All SHI models and sites have some requirements in common.

All SHI Programs share the following reporting requirements:
- Monthly Report
- Roadrunner may ask for narratives and/or client surveys on occasion

Other SHI Requirements include displaying at each distribution:
- Free Food Flyer (In the Flyers Section)
- Compliments and Complaints Flyer (In the Flyers Section)
- Volunteer Standards of Conduct (In the Flyers Section)

Other Requirements:
- Client logs need to be signed at each distribution. Each client log must have:
  - Date
  - Household name
  - Phone number or address
  - Number of seniors, adults and kids
  - Client signatures
- All sites are required to have one Seed activity at each distribution by Year 2 of the SHI Grant.
- All paperwork needs to be kept in secure location for at least one year.
- No repacking of food. For example, if your site receives a large bag with five chicken breasts that are not packaged separately, your site would not be able to repack the chicken. We would recommend giving it to a larger family. In cases where you receive a box of granola bars, where each granola bar is individually wrapped, those are okay to take out of the box, but not unwrap.
- Food needs to be given out during senior pantry and senior mobile food pantry hours.
- Wear gloves when handling produce.
- Recall Policy
- If senior pantry:
  - Temperatures and storage requirements kept (not applicable for mobile food pantry only distributions)
  - Your site is only eligible to order food through the SHI Program
  - Awarded budget amount is tracked and pantry does not go over budget
- Food is always kept off the floor and stored with proper temperature controls (for MFPs a thermal blanket, for Pantries a freezer or refrigerator)
- Please see Section 5- Compliance Policy section to review any additional requirements.
Recordkeeping and Paperwork

Client Information

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 the Food Bank.

Client Files

Your site is required to have clients sign and update their information at every distribution. There are a couple ways sites do this:

- Pantry Log
- Permanent Card Files
- Pantry Log and Permanent Card Files
- Excel Sheet with permanent client information and a place for clients to sign

Pantry Logs

There are a couple different options for pantry logs that your site can use. Many sites use an excel sheet, where they keep a list of all their families. They either print the list out for clients to sign, or bring a computer to a distribution to have on hand. Other sites use a card for each distribution or a printed pantry log. Remember, you will want all clients to sign.

Please note that although documenting your program is important, names of people and specific information about their lives and problems should be confidential and accessible only to appropriate individuals. Please see the Appendix for different options.

Clients are able to pick up for other clients but will need to use a Pick-Up Authorization Form, which is available in the Appendix.

Bill of Lading

When the driver arrives to deliver food at your site, you will receive two copies of the Bill of Lading, which has lists the ordered items. Please sign both and return one to the driver. You can also access your orders by logging onto your Partner Agency Login through rrfb.org and clicking on “Documents” on the left side.

Reporting

All reporting (Monthly and Narrative) will be done through Survey Monkey through your partner agency login.
Monthly Reporting

Monthly reports are an important part of your site’s participation in the SHI program. Reports are due NO LATER than 5pm the third calendar day of the month following the month of distribution and must be submitted through Survey Monkey. For example, October numbers will need to be submitted by 5pm on November 3rd.

If extraordinary circumstances exist that will prevent you from submitting your required monthly report, please contact the Programs Line at 505-349-5353 or PartnerSupport@rrfb.org, as soon as possible so we are aware of these circumstances ahead of time and can assist you.

Monthly Reports can be accessed by logging onto your partner agency login on rrfb.org and clicking on “SHI Report”. It will look similar to the screenshot below.

Here are some suggestions to help ensure that your site’s report will be submitted on time:

- Report early. Please note that the 3rd day of the following month is the last day you can submit your monthly report, not the only day. As an example, for the month of July you can submit your July report any time from the July 4th through August 3rd, as long as your distribution has taken place.

- Please remember that all reports are due by 5:00 pm on the 3rd calendar day of the month. If the 3rd falls on a holiday or the weekend, the report is still due on the 3rd.
• Select and train another person within your site to submit reports in the event you are ill, out of town, your internet connection goes down, etc.

Tips on filling out the monthly report form(s)
• Total number of households does not mean adding all the individuals together. You should be collecting information by household. For example, Household 1 has 1 senior, 3 adults, and 2 children; Household 2 has 0 seniors, 2 adults, and 4 children. The total number of households represented is 2 even though there are 12 individuals. See a pantry log on page 63/64 that will be very helpful in tracking households and individuals.

• Seed activities are extra services or resources that are being made available to families at distributions. This could include prescription cards, SNAP application assistance, flu shots, medical screenings, and a whole host of other things. If you need help finding good Seed activities, please call the Programs Support line at 505-349-5353.

Your Report will look similar to the screenshot below. It will be multiple pages.
Section 3- Distribution Models Site Pantry
General Site Pantry Information

Online Shopping

Sites are only allowed one order per site per delivery date. All agencies can enter an order up to seven (7) calendar days prior to their scheduled delivery date and as late as one business day before. Once an online order has been received, agencies may make additions and deletions until 10am, one (1) business day prior to a scheduled delivery date. Agencies may make one order per delivery date.

Large Orders

Since all orders are placed in advance, your order can be as large as you need; however, please make sure that you are able to receive and store all of the products on your order.

Awarded Amount

At the beginning of the site year, Roadrunner will let you know how much money we have awarded to your senior pantry. You will be required to keep a log of how much money your site spends with Roadrunner each month. There is a budget sheet template in the appendix where you can write the amount awarded and then subtract what you order. You will also receive a report each month from Roadrunner showing what you have spent. Please double-check the numbers, and let us know at PartnerSupport@rrfb.org if there is any discrepancy or you are not receiving the report.

It is the responsibility of your SHI pantry to make sure you do not overspend your grant amount. No additional money will be added to your award once the grant amount is exhausted for the year. Any unspent funds remaining at the end of the fiscal year (July 1-June 30) will not carry over into the following year. We encourage sites to budget their grant amount in order to spend grant funds prior to June 30th.

Please note that your credit limit is by month and not by order. For example, if your site was granted $350 for the month, and you order $350 worth of food twice in one month, you have used the budget for two months.

Delivery Services

Delivery Information

Delivery services for your food order are available from Roadrunner Food Bank at no additional charge. Deliveries are scheduled through the Ops Support Line at 505-349-5352. Requests for delivery are honored as the logistics schedule permits.

All Roadrunner vehicles are equipped with refrigeration systems to ensure that the frozen and refrigerated items that may be included in your site order arrive at your site in a safe and consumable condition that is unaffected by weather, delivery time or distance.

Returns

Roadrunner allows items to be returned at no charge due to spoilage, contamination, or infestation only. Should you have this type of problem with items you received from the Food Bank, you must notify us immediately to get approval from management personnel to return these items. You must send an email with photos to PartnerSupport@rrfb.org within 24 hours of delivery.
Warehouse Closures and/or Changes to Delivery Schedule

Roadrunner does close for some holidays throughout the year. Closure dates are published on the Roadrunner Food Bank Website and notices about upcoming closures are communicated through the bi-weekly emails.

Pantry Operations

Ordering Guidelines

Your site has access to a variety of food through Roadrunner. Your budget is for food items only, please do not purchase any paper products or other non-food items. While we understand the need for toilet paper and other household items, the goal of this program is to feed.

We would like to encourage your site to order as many healthy foods as possible for your clients, especially produce. Directly below is a list of healthy foods put out by Feeding America and a chart on ordering healthier foods as we recognize that storage space can sometimes be a barrier to providing these healthy options. Think of “site” as where the food will be stored. Does a family have access to a refrigerator? A freezer? There is a full page of the chart and infographic below in the Appendix.
Keeping Pantry Records

Record keeping is important so that you can document how many people you are serving, who they are, how often they need help, and the reasons for hunger in your community or neighborhood. Additionally, recordkeeping will be a vital component of the SHI program’s success. Your site will be required to keep a pantry log for every distribution that includes the number of households, seniors, adults, and children served, along with a phone number or address to contact the head of household. Please refer to the Appendix for sample forms.

Need

Not all people are getting the government assistance for which they are qualified. You may refer clients to a federal assistance program such as SNAP (food stamps) or WIC. Your clients can call Roadrunner’s SNAP hotline, where we help families sign up for SNAP benefits at 844-684-6268.
Food Handling and Storage

Storage Requirements

**Dry Storage**
- All products must be stored 6 inches off the ground.
- All products must be at least 2 inches away from the wall.
- All products must be labeled correctly and be easily identified.
- The first in, first out rotation system should be utilized (FIFO).
- All dry storage must be dry and clean.
- Temperature control logs must be maintained to ensure that the temperature in the storage area is acceptable.
- Thermostats must be working and placed in each unit.
- All products must be in proper condition (nothing stored in bad containers, opened, spoiled, etc.).
- All toxic items (cleaning products, pesticides, etc.) must be stored separately.

**Cold Storage**
- Refrigerator units’ temperature must be kept between 32°- 40° Fahrenheit.
- Freezer units’ temperature must be kept below 0° Fahrenheit.
- Thermostats must be working and placed in each unit.
- Temperature control logs must be maintained to ensure that the temperatures in refrigerators and freezers are acceptable.
- Refrigerator and Freezer units must be kept clean and free of ice build-up.
- All products in refrigerator and freezer units must be in proper condition.
- The first in, first out (FIFO) rotation system must be utilized.
- All products must be labeled correctly and be easily identified.

**FIFO = First In First Out**

It is each site’s responsibility to use the product in a timely fashion and to ensure it is safe and edible at the time it is distributed or served.

The factors that affect storage include available equipment, temperature, and space. The size and quality of your storage space gives you greater flexibility in your food orders.

Roadrunner requires agencies to use the acquired product quickly, not warehouse it because much of the food is rescued which means it’s already near the end of its life. We want that food to go to people instead of the landfill. Therefore, rapid turnover of most products should be occurring. If items are in your storage for longer than three months (including frozen product), then you may want to look carefully at your ordering habits:

- Are you ordering too much?
- Are you choosing too many items that you find difficult to distribute?
- Does the specific size of a product make it difficult to use in a reasonable length of time?
- When products remain on your shelves, look at the item. Is it an unfamiliar food to the persons you serve?
- Is it hard to cook?
- Is it a food that many people just don’t like?

A basic rule for food storage can be summed up with the acronym: 
**FIFO = First In First Out**
This means that food brought into your facility first (older foods) should be distributed before foods that you bring in at a later date. This rule is meant to reduce the amount of time that food is stored. Example: Your site has some canned tuna, and you receive a new donation of tuna. Using the FIFO rule, the tuna already on the shelves (first in) should be distributed before the new donation.

However, once the product is placed on the shelves, how will your workers know which product is there first?

- Under ideal circumstances, all food should be DATED when it arrives at your facility. If food is dated, there is never any question of which food came in first. Felt tip pens that write on metal may be used to mark the date on can tops. Do not use felt tip pens on plastic food containers, plastic, or cellophane, as it may seep through and contaminate the food. Food still in cases can be dated directly on the box.
- If you can’t date all of your food, you may want to consider dating only those items that you may hold for longer periods of time.
- You may want to consider rearranging your storage shelves when you put away a new order from Roadrunner so the new items are behind those items already in stock. Never put new freezer items in front of or on top of product already present. It is such a waste to rediscover product that has been freezer burned or left too long in your refrigerator. Having to destroy food is a preventable problem!
- Keeping track of your inventory gives you the opportunity to recheck product for any signs of spoilage or pest infestations. Keeping close tabs on your shelves and general food storage area can help you spot a small problem before it grows into a situation where you must dispose of food that otherwise could have been used to feed hungry people.

**Taking just a few extra moments to ensure FIFO will assure you of product freshness and safety.**

Make sure that all of your volunteers and staff are trained to always remove food from the front of shelves first. Of course, this will only be effective if you have taken the time to place the newer product to the back of your shelves. If you do this, older food is always the first to be used.

**Remember: Regular and rapid turnover of food is the best way to meet the FIFO guideline.**

**Shelf Life Reference Guide**

A Shelf Life Reference Guide is available at the Agency Resources tab for use by our sites by logging on to the Roadrunner Food Bank website, [www.rrfb.org](http://www.rrfb.org). The guide is intended to provide estimated shelf life for product typically donated to or purchased by Roadrunner and its agencies. These guidelines assume proper temperature controls for refrigerated, frozen, and dry storage of food products. **Please do not throw away product that is “out of date” as many products have much longer shelf lives than what is noted on the item.**
Section 4- Distribution Models Mobile Food Pantry
General MFP Information

What is a Mobile Food Pantry?

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.

Refrigerated & Frozen Mobile Food Pantry Items

Mobile Food Pantry Coordinators should be aware that both frozen and refrigerated items are available to be included at MFP distributions. Roadrunner Food Bank is concerned about the health and safety of your customers/clients who may receive these products if they are not maintained at a safe temperature during the duration of your Mobile Food Pantry distribution.

To provide you with access to these refrigerated and frozen products and to ensure their safe consumption by your customers, Roadrunner will purchase a number of thermal blankets for Mobile Food Pantry use. Roadrunner Food Bank will automatically put a blanket on your first order, and if you have any questions please contact the Community Initiatives Department.

Please make sure to keep your frozen food covered before and during the distribution. This blanket will maintain frozen and refrigerated foods at safe temperatures for the estimated two-hour duration of your Mobile Food Pantry distribution.

Scheduling

Before beginning distributions, your site 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 multiple site 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 multiple site schedules; it is your responsibility to cancel within the two weeks
- To stop distribution for summer break/restart after summer break, you must submit an MFP Scheduling Form. We highly encourage all sites 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.

**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. Sites must provide a location 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 505-349-5353.

1. The site must be large enough for a truck/trailer to pull through and/or turn around.
2. 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.
3. 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.
4. Distributions may not take place on the street or any public sidewalks without written permission from the city.
5. 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.
6. The distribution must take place when there will not be children entering or exiting the site.

**Distribution**

**Before Distribution**

An order confirmation detailing what items and amounts your site 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 Operations Line at 505-349-5352. Make sure to double check your order confirmation’s date and time.

Each site is responsible for informing their families 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 site representatives 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 site to ensure that the food is donated to a Roadrunner Food Bank approved Partner Agency.
- To locate a Partner Agency please visit our website at www.rrfb.org or for additional assistance please contact the Community Initiatives team.

**Volunteers**

**Volunteer Responsibilities**

The site is responsible for providing an adequate number of volunteers to distribute the Mobile Food Pantry products. Roadrunner Food Bank recommends that the site 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.

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)
Order Confirmation Cheat Sheet

During your first distribution your Roadrunner Representative 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 × QUANTITY ÷ HOUSEHOLDS**  
*The number will never come out exact so round to the nearest whole number

**ASSORTED PALLETS**: 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

**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 SHI 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) × 12(quantity) ÷ 50 (this is a 50 household mobile food pantry)= 12 (each family receives 12, 1/2 pint milks)
Each client receives 12, 1/2 pint milks

Produce 1-2 containers per client
$2000 \div 50 = 40$ lbs produce per client

Cottage Cheese 1-2 containers per client
$13 \times 6 = 78$
$78 \div 50 = 1.56$
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 site 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 site 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 an Authorization to Pick-Up 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.
Section 5- Compliance Policy
Compliance Policy

Monitoring

Every year to two years a Food Bank representative will schedule a monitoring visit to your food storage, preparation, and distribution facilities.

The purpose of a monitoring visit is to review your organization’s food handling practices, discuss ways of improving operations, provide an opportunity for you and the Roadrunner representative to discuss any problems, and to provide more training and help.

- If there are discrepancies or problems at your site, Roadrunner can schedule additional monitoring visits as required to ensure the overall health and well-being of your program.
- The Food Bank reserves the right to make unannounced visits to your site.

Food Safety Training/Required Licenses

Partners are required to maintain verification of food safety training by at least one agency staff/volunteer.

- The training may be in the form of one of the following:
  - Roadrunner’s Food Safety Training Program
  - ServeSafe
  - Child & Adult Care Food Program
  - NM Environment Department
  - If you have another type of Food Safety Training, please contact us to make sure it is valid.
- All certificates of completion must be current and retaken every 2 years.

Recall Procedures

We receive product recall notifications from the U.S. Department of Agriculture-Food & Drug Administration on food items that have been subject to recall for health and safety reasons. When we receive this information, we inspect our inventory to determine if we have received and distributed any of the recalled products. If so, we forward this information to all our Partner Agencies. You will want to make sure that you are able to not only access past orders through our website, but also have your client files easily accessible in case there is a recall.

If you have sources of food outside of what you receive from Roadrunner Food Bank, it is important for the health and safety of your clients that you are informed about any food items that are or were in your possession that may have been subject to recall. It is the responsibility of your organization to inform your clients of any food recalls that may affect them.

The best way for you to get notifications of all food recalls is by signing up for free e-mail updates from www.recalls.gov. This is a site dedicated to U.S. Government recalls. We strongly encourage all our Partners to sign up for this service today. Follow these steps and you will receive an instant acknowledgement of your subscription from the Department of Health and Human Services.

- Log on to www.recalls.gov.
- Click on the Food tab at the top of the page.
- Click on "Sign Up for Free Recall Updates by E-Mail" (in red toward the top of page).
This takes you to the Department of Health and Human Services signup page, where you will enter your e-mail address and check the box titled "FoodSafety.gov Recalls and Alerts" under the "FoodSafety.gov Updates" section.

Use the United States Department of Agriculture Food Safety and Inspection Service Hotline 1-888-674-6854 or email questions to MHPotline.fsis@usda.gov or view their website www.fsis.usda.gov. New Mexico Environment Department Food Program Resources & Brochures website: www.nmenv.state.nm.us/fod/Food_Program/safety.html.

Written Recall Policy

Your site should have a Recall Policy that includes:

- Where to find current recalls
  - Local Recalls – (sent by local retail donors)
  - Roadrunner Food Bank recall notifications
- Awareness of recall classifications
  - Class I - This is a health hazard situation where there is a reasonable probability that the use of the product will cause serious, adverse health consequences or death
  - Class II - This is a health hazard situation where there is a remote probability of adverse health consequences from the use of the product
  - Class III - This is a situation where the use of the product will not cause adverse health consequences
- Traceability protocol
  - List of all food orders received, and when specific food is distributed
  - Pantry sign in sheets maintained
  - How to contact clients if food they received has been recalled
  - Keep a list of any relevant recalls and actions taken for the past 6 months
  - Note a designated area to keep any food that is part of the recall process
    - Area should be away from other food, and clearly labeled
    - Food should be destroyed according to recall guidelines

Additional Food Safety Information

Gloves should be worn when handling produce during a mobile food pantry distribution or a food pantry distribution.

Compliance Policies

Compliance policies are in place to ensure that agencies follow the rules set by Roadrunner, Feeding America, and other regulatory food safety organizations. When an agency is found to be out of compliance with Roadrunner policies and procedures, various actions may be taken to bring the agency back into compliance. The following Compliance Policies are in place to provide a clear and fair means of resolution of those issues for agencies determined to not be in compliance. Please see the Forms Section at the back of this handbook for helpful templates and guidelines.
Policy Violations & Disciplinary Actions:

1. Written Notice
   o When a SHI site is not keeping proper records and/or not reporting on time, Roadrunner will email the agency. The SHI site will have 30 days to correct any issues. Agencies that do not correct these deficiencies will be subject to an increased level of disciplinary action that may result in probation, inactivation or termination.

2. Probation
   o All newly admitted SHI sites are placed on “Probation” status for the first six months following their acceptance into the SHI Program. During this period, sites will be closely monitored for their compliance with Roadrunner policies. Any issues noted will be brought to the site’s attention by the Community Initiatives Department, and if necessary, a corrective plan may be developed to help agencies to sites stay part of the SHI Program.
   o At the conclusion of the probationary period, a site visit will be scheduled to review the site’s food storage and/or distribution facilities. We will also conduct an examination of the site’s record keeping that will include client and food distribution information, etc.

3. Additional Scrutiny
   o In such instances the site will receive additional scrutiny from the Community Initiatives Department to determine progress toward compliance, as well as the provision of additional training and assistance if needed. If the probationary period is unsuccessful in addressing the issues, the site will no longer be a part of the SHI Program.

4. Inactivation
   o Serious violations and/or repeated non-compliance of Roadrunner policies and procedures may result in inactivation and the loss of the SHI Program. Serious violations include, but are not limited to, sites using Roadrunner supplied food for private use or in a manner unrelated to the purpose of the SHI Program; violations of federal, state or local statute, ordinance, code or regulation; violation of any provision of the site’s SHI Letter of Agreement with Roadrunner; posing a threat to health and safety through improper food storage, repacking, handling or transportation; storage of food in private, non-site, locations, etc.
   o Inactivation will result in the loss of the SHI Program. Sites that have been inactivated by the Food Bank may not reapply until the next RFP is sent out and may not be considered for the next cycle.

5. Termination
   o Any agency/SHI Site terminated from the Food Bank will lose all rights and privileges at Roadrunner and is permanently prohibited from reapplying to SHI. Grounds for termination include violation of any criteria contained in the termination clause of the SHI Letter of Agreement; exchanging any Roadrunner acquired product for money, property or service; requiring any religious or political participation or affiliation as a condition of receiving any Roadrunner acquired product; or any other act or violation deemed severe enough by the Food Bank to result in termination.
Religious Accommodation Policy

SHI Sites may choose to partner with organizations such as churches, synagogues, and other religious entities. We recognize and welcome faith-based organizations to participate in your site’s distribution. However, we do ask that promotion of religious or political affiliation does not take place during distribution.

Roadrunner agencies may not require clients or recipients to participate in any religious activity before or after receiving food. All distribution of food boxes must be concluded before any religious service or activity commences. The client must be allowed to come and pick up their food box and leave without participating in any service or activity. In other words, all clients must be free to leave the premises before any religious or political activity begins.

It is clearly stated in the Letter of Agreement that Roadrunner food must be free to the client without any requirement of payment or action from the client. If a site requires a client to participate in an event or a service, it is the same as requiring the client to pay for the food with the client’s time and is strictly prohibited.

Many clients receiving emergency food are in a vulnerable position and may feel obligated to participate. We want the clients that the agencies and Roadrunner serve to feel safe, not pressured, when receiving their food.

We understand that ministry outreach is important to a number of our partner agencies. Those who wish to offer prayer or information to clients can do so away from the registration area by hanging a sign that simply states something of the following nature, “If you would like to hear about our ministry, please ask (person’s name) and we’ll be happy to speak with you.” We ask that you then take the client requesting the information away from the distribution area to complete the outreach and give them information.

If you have additional questions about this please contact the Community Initiatives Department.
Section 6- Seed Activities and the Supplemental Nutrition Assistance Program (SNAP)
SNAP

What is SNAP?
SNAP is the Supplemental Nutrition Assistance Program, formerly known as “food stamps.” This program provides monthly benefits that help low-income households put food on the table. About 47 million Americans who participate in the program have increased access to healthy foods available at grocery stores and farmers’ markets. These supplemental funds also help ease the financial burdens families face, allowing them to preserve their budgets for rent, prescriptions, and necessary living expenses.

Using SNAP Outreach to help your clients
Roadrunner can help your site with SNAP Outreach. We can help train any staff or volunteer at your site to help your families apply. Roadrunner can answer questions about SNAP, can help with information about how the process works, assist in successfully completing an application and connect people with other valuable resources through our hotline at 844-684-6268, or through snap@rrfb.org

Why would we want to do SNAP Outreach?
SNAP Outreach is another way to help your families. About 1 in 5 New Mexicans receive SNAP benefits and use them to purchase food in their communities. These benefits help contribute to the local economy, as every $1 of SNAP that is spent generates about $1.70 in economic activity. SNAP provides 10 times the amount of meals as the whole Feeding America Food Bank Network (which Roadrunner is a part of).

SNAP FAQs

Isn’t SNAP/Food Stamps is too complicated?
Applying for SNAP is not difficult. The application can then be turned in to an Income Support Division office in person, by mail, or fax. Within 10 days, ISD will contact the applicant to set up an interview. Of course, the best and fastest way to sign up for SNAP is with a fully completed application and accompanying documentation.

If I want my site to do SNAP Outreach, how many volunteers are required?
One trained volunteer, a table, a chair, and a pen are all it takes.

I think most of our clients are already on Food Stamps?
Despite the fact that New Mexico is among the most food insecure states, only 81% of eligible participants received SNAP benefits in 2009. Contrary to common misconceptions, participants are on SNAP an average of 9 months. So, there is a constant turnover of people coming off and going on SNAP.

Many of our clients are undocumented immigrants. Can they qualify?
While it is true that you must be a citizen or legal resident to qualify for SNAP, non-citizens can apply on behalf of their American born children.

Many of our clients are homeless. How would they qualify?
As long as an individual has a valid mailing address, they can apply for SNAP. As a matter of fact, if a person’s monthly income is less than $150, they can request expedited service. Many of Albuquerque’s homeless shelters allow clients to use the organization’s address to receive mail.

REV 5.2017 AC
How do we get started?
Contact snap@rrfb.org to enroll in the next SNAP Outreach Training Session.

Seed Activities

A “Seed Activity” is any other service that you offer to your clients. Here are examples of Seed Activities that sites have used:

- Sign up families for SNAP (food stamps)
- Provide flyers
  - Of other places to find food (food pantries and meals)
  - Of services and support at your site
  - On nutrition
- Set up or invite resource tables:
  - Parent Resource Room
  - Kids Cook
  - Make your town resource table with resources you think would be helpful to your students and their families
- Share helpful recipes at distribution and via facebook and social media
- Work with culinary arts class to make food seen at distribution
- Work with the iCAN Program
- Have nurse set up station to take blood pressure and talk about high blood pressure
- Work with organizations to
  - Offer free toothbrushes
  - Provide Medicaid enrollment information
  - Dental Services Info
  - Flu Shots
  - Vision Screenings
  - Heart Health education
  - Free sports physicals
- Provide information on where to get help with taxes
- Clothing donations, clothing bank, clothing vouchers
- Phone service, discounted cell phones
- Table with clothing and toys
- Parent group collecting hygiene products
- Parent group collecting clothing for homeless population
- Hold class on nutrition
- Provide referral services for families
- Have your Case Worker or Social Worker on site
Appendix A: Forms

Pick-Up Authorization Form (English)
Pick-Up Authorization Form (Spanish)
Pantry Log
Permanent Client Card
Temperature Log (for senior pantries only)
Food Handling and Safety Flyer - Display Required
Free Food Flyer - Display Required
Client Compliments Flyer - Display Required
Client Compliments Flyer - Display Required
Volunteer Standards of Conduct
Volunteer Standards of Conduct (Spanish)
Site Ordering Guidelines
Foods to Encourage Guidelines
Yearly Budget (for senior pantries only)
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
________________________________/___________________________/________________________
________________________________/___________________________/________________________
________________________________/___________________________/________________________

REV 5.2017 AC
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 Fecha

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

REV 5.2017 AC
# Permanent Client Card

## Front

<table>
<thead>
<tr>
<th></th>
<th>Name of Site Here</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>
<td></td>
</tr>
</tbody>
</table>

## Back

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

REV 5.2017 AC
<table>
<thead>
<tr>
<th>MONTH:</th>
<th>FREEZER</th>
<th>COOLER</th>
<th>DRY</th>
<th>YEAR:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DATE</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>27</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>28</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>29</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>31</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Food Pantry Food Handling & Safety Basics
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 or service in order to receive food. If you choose to make a voluntary donation, you may do so. 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
505-349-5353

You will not be required to pay, put in volunteer hours, or attend service or participate in any type of program to receive your food. The food distribution program at this location is **FREE** to people in need of food assistance.
Please contact Roadrunner Food Bank at 505-349-5353 or roadrunnerfoodbank.org.

We appreciate your feedback and compliments about this site. If you would like to hear any compliments or complaints about this site, please contact support@roadrunnerfoodbank.org.
Agradecemos sus comentarios y nos gustaría recibir sus cumpleaños o quejas sobre este sitio.

Favor de contactarse con:

Roadrunner Food Bank:
505-349-5353

PartnerSupport@rrfb.org 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.
1. A los voluntarios que califiquen para recibir alimento se les permite pasar por la línea a intervalos apropiados como lo determine por el patrocinador. Sin embargo, todas las cajas de los voluntarios deben ser removidas del sitio de distribución después del recibo. Si algún voluntario se le encuentra tomando más que la cantidad asignada por hogar, o se percibe que está eligiendo artículos más buscados de una manera injusta, se le pedirá que se retire y no se le permitirá volver a ser voluntario.

2. Ningún voluntario o miembro de su familia se les permitirá comer alimentos proveídos por RRFB durante la distribución. Si un voluntario trae alimentos de su hogar, deberán irse de la línea de distribución mientras están comiendo.

3. Se prohíbe a los voluntarios mostrar cualquier favoritismo. Todos los clientes, voluntarios o no, deben ser tratados con igualdad.

4. Voluntarios no pueden aceptar pagos ni alimentos de ninguna forma por registrar o asistir a los clientes.

5. Si un voluntario ve algo que les parece “mal”, como: El señor y la señora Romero están los dos en la línea y los dos tienen una caja y usted sabe que los dos son de la misma casa, el voluntario debe informar al coordinador.

6. Voluntarios deben ser conscientes de la seguridad – removiendo basura y cajas para que las personas no se tropiecen con ellas. Mantener la área de distribución limpia, y asegurarse de que los abridores de cajas u otros artículos peligrosos no se dejen donde los clientes o los niños puedan agarrarlos.

7. A ningún patrocinador o voluntario se le permitirá participar si se les encuentra bajo la influencia de drogas o alcohol.

8. Voluntarios deben mantenerse respetuosos, educados y servicial con los clientes, independientemente de las circunstancias. Cualquier voluntario no se le encuentre en acuerdo con estos servicios, se le pedirá que se valla y no se le permitirá ser voluntario de nuevo.
_____________ will be sponsoring a Mobile Food Pantry distribution on _________.

Food will be ready for pick up at ________ in ________________________.

Please bring an item to carry food in (ex. Laundry basket, boxes, etc.)

For more information please contact

_________________________________________________________________

_____________ will be sponsoring a Mobile Food Pantry distribution on _________.

Food will be ready for pick up at ________ in ________________________.

Please bring an item to carry food in (ex. Laundry basket, boxes, etc.)

For more information please contact

_________________________________________________________________

_____________ will be sponsoring a Mobile Food Pantry distribution on _________.

Food will be ready for pick up at ________ in ________________________.

Please bring an item to carry food in (ex. Laundry basket, boxes, etc.)

For more information please contact

_________________________________________________________________
in partnership with

Will offer a monthly food distribution

on ___________________________

at ________________

in ____________________________

To learn more or to sign up, please see

_______________________________________________________________

In Room ___________________________
### Yearly Budget - if a 12 month SHI Pantry Site

<table>
<thead>
<tr>
<th>Month</th>
<th>Order Amount</th>
<th>Order Amount</th>
<th>Order Amount</th>
<th>Order Amount</th>
<th>End of Month Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>June</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Yearly Budget - if a 9 month SHI Site

<table>
<thead>
<tr>
<th>Month</th>
<th>Order Amount</th>
<th>Order Amount</th>
<th>Order Amount</th>
<th>Order Amount</th>
<th>End of Month Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sept</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>