

LOS ANGELES REGIONAL



Fighting Hunger. Giving Hope.

33rd Annual ALL AGENCIES CONFERENCE

United for Every Season: Facing Challenges, Feeding Hope



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Welcome & Introduction

Facilitators

Nahum Garcia, Retail Stores Manager

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Juan Esquivel, Lead Retail Store Coordinator

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Noe Martinez, Retail Store Services Coordinator

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Agenda

Overview of Extra Helpings Program
Extra Helpings Program - Requirements & Expectations
New Agreement
Best Practices
Food Transportation and Temperature Logs
Store Partnership Interest Form
Extra Helpings Donation Receipts
Reporting
Quality Control Form
Forms of Communications
SB 1383 and Reporting
Contact Us

Program Overview

- Extra Helpings was established as a service to facilitate donations from restaurants and hotels but now focuses primarily from retail donors.
- Retail store donations are routed directly to an agency.
- Donors are matched to nearby agencies to ensure that donations are distributed as quickly as possible.
- Items available through the Extra Helpings program can include frozen, refrigerated foods, baked goods, produce, eggs, meat, dairy products, and occasionally non-food items.
- Pantry Agencies that participate in this program are **required** to distribute at least once per week prior to applying to the program.

Program Expectations

- All perishable food must be transported using an insulated blanket unless a refrigerated truck is being used (You may receive a blanket based on availability).
- Temperatures should be taken at store and then once again at your agency.
- Donations must be weighed by category and recorded on the Extra Helpings Donation Receipt. Donation Receipts can be picked up at COI
- Must submit poundage in MealConnect of all donations picked up within 24 to 48 hrs
- Pantry agency **must** distribute at least once a week
- Pantry reports are due by the 5th business day of each month for Non-TEFAP agencies
- Receipts must be sent to the FB upon request

New Agreement

In September of 2024, we updated our Extra Helpings Agreement for all participating agencies. Please review your agreement to ensure your agency is in compliance with the program.

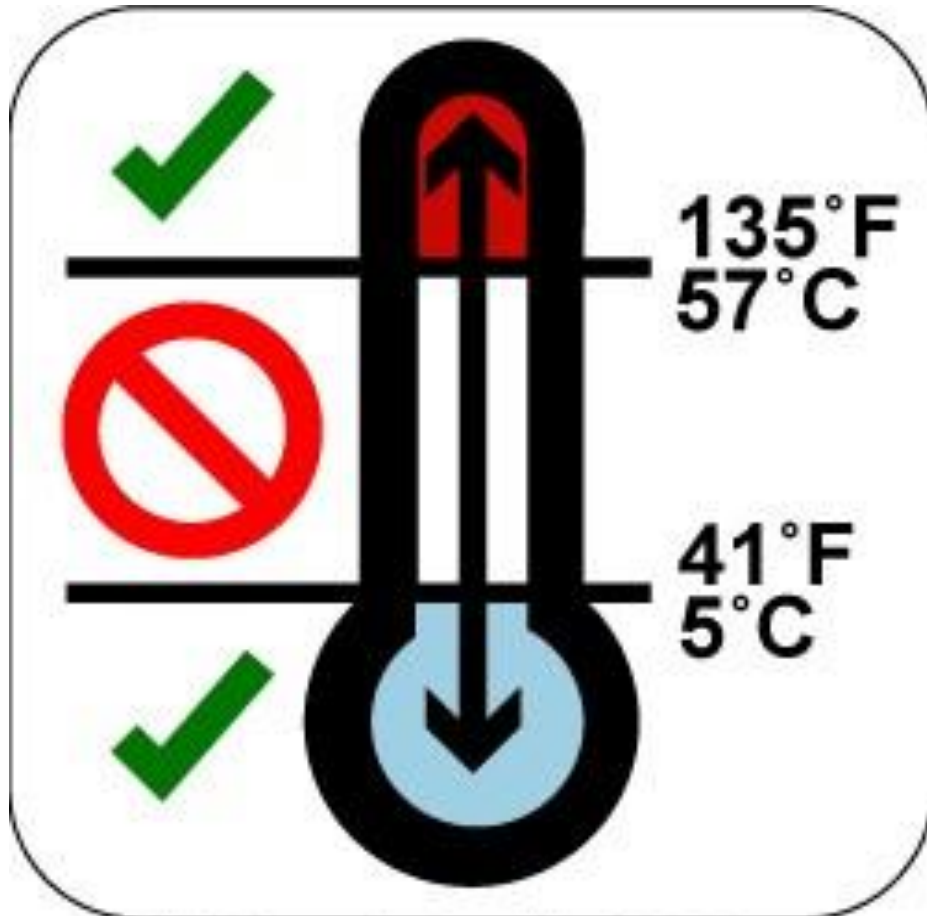
Updates:

- Distribution Schedule (weekly distribution)
- Temperature guidelines
- Records must be kept on site
- MealConnect entries within 24 -48 hrs
- Provide records upon request

Best Practices

- Should be in good health when conducting a pickup
- Wear a protective face covering (if required)
- Use hand sanitizer or wash hands prior to entering the store and after
- Make sure to meet with your drivers to ensure there are no issues between donor and agency
- Be patient and kind to the receivers, always say thank you. Keep in mind this is an extra task asked of them
- Agency should meet with store manager on a quarterly basis
- Issues should be handled in a timely matter
- Take pictures and videos of any bad donations
- Only one representative should be responsible for entering receipts (Recommended to have one backup representative in the absence of the primary person)

Temperature Safety



Copyright © International Association for Food Protection

- Tools - Thermometer, Insulated Blanket or Refrigerated Truck
- Recommended Temperatures During Transportation & Storage
 - Refrigerated food - 41 degrees F or below
 - Frozen Foods - 0 degrees F or below
 - Fresh Produce - 41 degrees F or below
 - Dry Goods - 70 - 90 degrees F
- Temperature Logs
 - One log per Refrigerator/Freezer
 - Log data on receiving and distribution days
- Temperature below should be taken at store and when you arrive at the facility

Store Partnership Form

- An email will be sent out to all of our EH Agencies.
 - [Store Partnership Interest Form](#)
 - Select your Agency
 - Select the Store you are interested in.
 - Stores are assigned to agencies that are within a 7 miles radius
 - Stores are available on a first come first serve basis
 - Must be current/up to date with reporting (MC and PR)
 - Storage Capacity
 - Agencies without partners are given priority

The screenshot shows a web form titled "Store Partnership Form". At the top, it includes instructions: "Please fill out the form and select any store you might be interested in. Instructions : Once you fill it out you will find the list under Store Option 1,2 and 3. Click and scroll down to see the full list. They are in alphabetical order by City. We will contact you shortly to finalize partnerships. If you do not receive an update from us your agency was not partner with any new agency." Below the instructions is a user profile section showing the email "ngarcia@lafoodbank.org" and a "Switch account" link. A red asterisk note states "* Indicates required question". The form contains several input fields: "Email *" with a text input labeled "Your email"; "Agency Name *" with a dropdown menu showing "Choose"; "Agency Number *" with a dropdown menu showing "Choose"; "Agency Contact Name *" with a text input labeled "Your answer"; and "Agency Contact Phone Number *" with a text input labeled "Your answer".



Extra Helpings Receipts

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FOOD BANK
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Extra Helpings Donation Receipt

Date 09/06/23 Agency Number LA1

Agency Name LAPFB

Donor/Store Name Ralphs 99

Donor Address 1734 E 41st

City/ State/ Zip L.A., CA 90058

Received

| | | |
|---------------------|-----------------|----------------------------------|
| Bakery | _____ lbs. | Cooler Items: |
| Beverages | _____ lbs. | Temperature at store: <u>41</u> |
| Dairy | <u>100</u> lbs. | Temperature at agency: <u>41</u> |
| Meat | <u>200</u> lbs. | |
| Mix/Grocery | _____ lbs. | Freezer Items: |
| Prepared/Perishable | _____ lbs. | Temperature at store: <u>0</u> |
| Produce | _____ lbs. | Temperature at agency: <u>0</u> |
| Non-Food/Other | _____ lbs. | |
| Total | <u>300</u> lbs. | |

Agency Signature [Signature] Print Name Nahum Garcia

Store Signature [Signature] Print Name Juan

The participating agency is a 501(c)3 organization qualified to receive donations. Donated products will be used in compliance with IRS regulations regarding product donations. All donation records are maintained and available to the IRS upon request. The agency will utilize industry-approved temperature control devices for perishable food pick-ups. The use of this donation is intended solely for the agency's programs and will not be sold, bartered, or traded. If you have any questions regarding the Extra Helpings Program, please contact The Los Angeles Regional Food Bank at extrahelpings@lafoodbank.org. We appreciate your support.

One Copy- Donor Second Copy- Agency. Keep a canary copy at the agency site for two years.
Extra Helpings Donations are to be entered directly into the MealConnect platform within 48 hours of receipt of the donation.

- Must keep two years of donation receipts onsite (current YTD and past year)
- Paper copies, Digital copies, or both
- Carbon Copy receipts are available for pick up at both warehouse with Inventory Control
- Donation Receipts will be checked on Monitor Reports and/or Food Bank Audits
- Digital receipts are available for download on our website:
- Link - <https://www.lafoodbank.org/agency-resources/forms/agency-direct/>

Reporting

- MealConnect Reporting Daily
 - Donations are expected to be entered daily
 - To avoid duplicates or multiple entries
- Weekly
 - If donations are entered weekly, each receipt should be different
 - This will help us during audit and avoid missing donations
- Weekly cutoff day is Sunday
- Recommendations
 - Initials or markings to identify the receipt has been entered
- Duplicates
 - Entering the data more than once.
- Multiple Entries
 - Entering different data on the same day.
- Late Entries
 - To ensure timely closure of each month, all entries must be submitted on schedule.

Reporting

- Difference between Donation Receipts and Pantry Reports
 - Donation Receipts
 - Are used to keep track of donated items received
 - Poundage should be recorded in the MealConnect platform or app
 - Non-TEFAP Pantries Only
 - Pantry Reports keep track of the number of people the agency serves each month
 - Reports are due by the 5th business day of the month
 - Link - <https://forms.gle/VmD6Sr21SbtGzn5j6>



Desktop View

Add New Receipt

06/28/2021

Agency (Select First)

Donor

☐ Scheduled Pickup Not Attempted

☐ No Pounds

—Training Video—

<https://youtu.be/lm98lLZ4P9c>

Category

Category

Storage

Storage

Description

Description

Pounds

Pounds

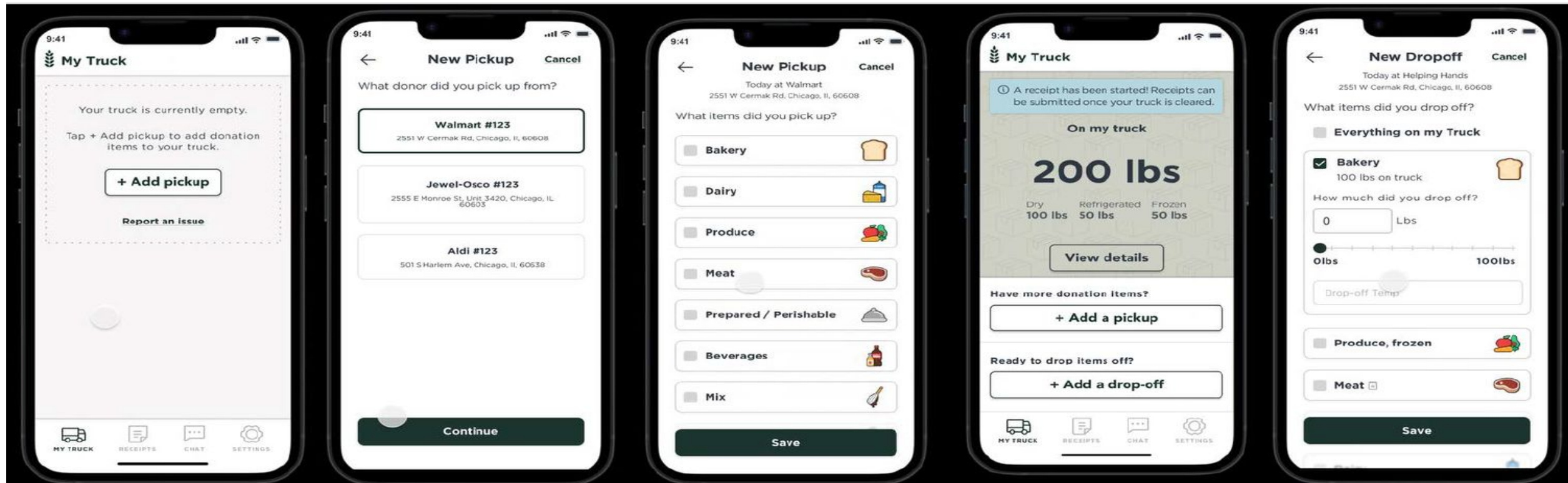
Add

Cancel

Add Receipt and Review

Mobile App

MealConnect App Receipting



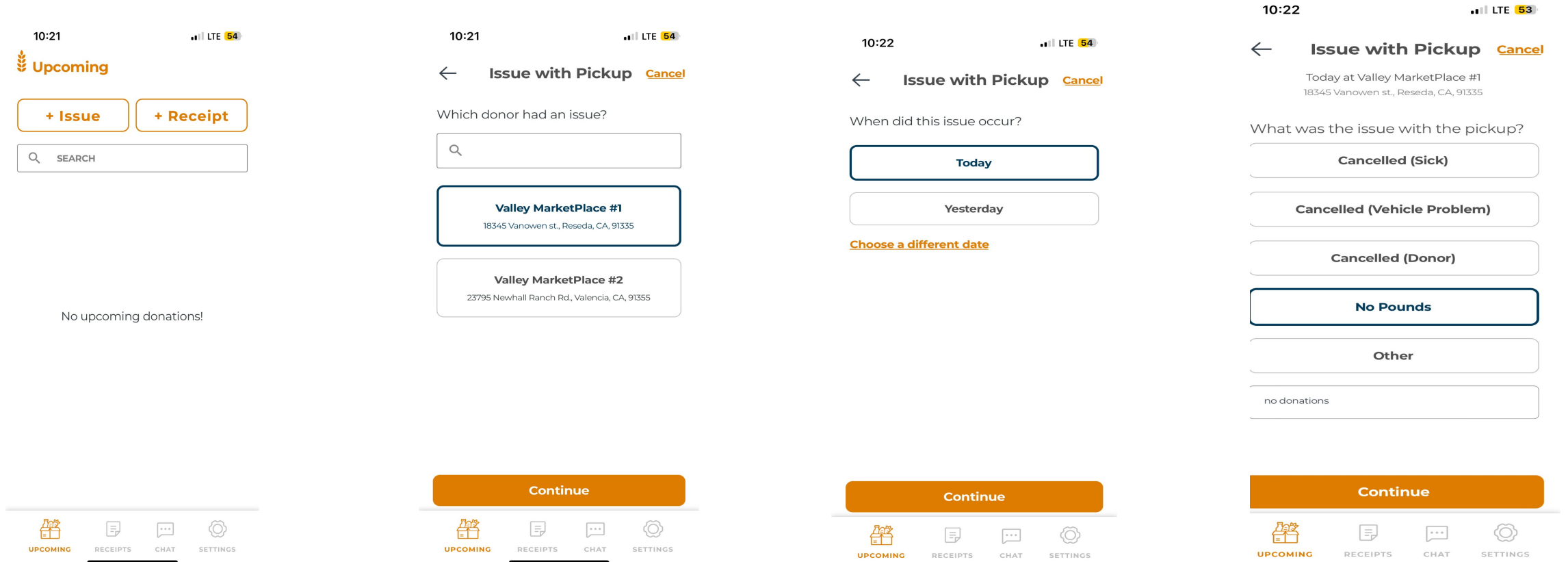
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Mobile App (No Donations)



Quality Control Form

- We introduced a Google Form a few months ago to give agencies the opportunity to report bad donations or any incidents at their partnered store.
- It's easy for you to report anything with the proper supporting information.
- Look at donations moving forwards. (return to the store)
- Quality Control Report
 - Pictures
 - Videos
 - Documents
 - Link to the Google Form Below

<https://forms.gle/1hVzgMDBuxAEMKZB8>

SB 1383

SB 1383

Establishes reporting requirements for retail stores, restaurants, and food recovery agencies. LARFB reports your MealConnect entries to the city entities monthly. If you are contacted by your home city, regarding your capacity please meet with them. Please let them know that you have been instructed not to duplicate your EH reports. You should refer them to LARFB for your MealConnect reports. If you receive other donations directly from a donor (not EH), you are required to report that poundage directly to your home city. If you receive donations from other food rescue organizations, please report your donations directly to the food rescue organizations.

- All Counties in California
 - Various city departments (including sanitation) are reaching out to agencies to conduct audits. They may check reports and compare them to store reports.
- Retail Donations Reporting
 - If you have a retail partner partnered through us, you do not need to report it anywhere else.
 - We are reporting all donations monthly for our partners..
 - Do not submit these donations to your city or through Carit.

Extra Helpings Huddle

- We would like to create an opportunity for our Extra Helpings agencies to meet and share their thoughts. We will hold online meetings every 4th Friday to discuss familiar topics, including:
 - Use of Donation Receipts
 - MealConnect Entries
 - Best Practices
 - Q&A session to address any questions
- We look forward to seeing you there. An invitation and a monthly reminder will be sent through the newsletter in advance.

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Contact Slide



(323) 234 - 3030



ExtraHelpings@lafoodbank.org



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Thank you for your Partnership

