

Extra Helpings Program

LOS ANGELES REGIONAL



Fighting Hunger. Giving Hope.

EH Team Members

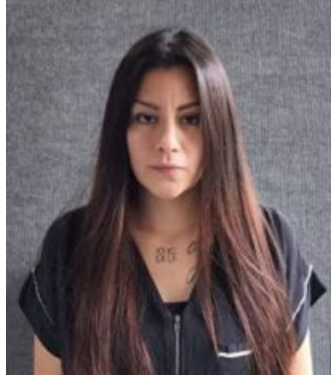


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Agenda

- Overview of Extra Helpings Program
- Extra Helpings Program - Requirements & Expectations
- Best Practices
- Food Transportation and Temperature Logs
- Store Partnership Form
- Self Reporting
- Extra Helpings Donation Receipts
- Forms of Communications
- Frequently Asked Questions

Program Description

Perishable food rescue program that routes food from retail grocery stores directly to an agency.

We link donors to nearby agencies to ensure that donations are distributed as quickly as possible.

The items that are available through the Extra Helpings program are frozen, refrigerated foods, baked goods, produce, eggs, and many dairy products.

Agencies that participate in this program are required to distribute at least once per week.

Extra Helpings Requirements

- Agencies must submit an Extra Helpings agreement and/or application along with required documents:
 - A copy of agency IRS 501(c)3 (Determination Letter)
 - California Food Handler card or Certified Food Handlers certificate
(Online course is available at servsafe.com / cafoodhandlers.com / efoodhandlers.com/lafoodbank)
 - Certificate of General Liability Insurance (Naming the Los Angeles Regional Food Bank as an additional insured)
- EH agencies must host a food distribution at least once a week. (Pantry's only)
- Reporting:
 - MealConnect entries (donated product received by stores reported in pounds)
 - Monthly Pantry Report (Pantry's only)

Extra Helpings Expectations

- Donations must be weigh by category and recorded on the Extra Helpings Donation Receipt.
- Temperatures should be taken at store and then once again at your agency.
- All perishable food being transported must be covered with an insulated blanket unless a refrigerated is being used. (*You may receive one on agency approval*)
- Must submit all donations within 24hrs of a pickup to MealConnect.
- Pantry Reports are due by the 10th business day of each month.

Best Practices

- Should be in good health
- Wear a protective face covering (if required)
- Use hand sanitizer or wash hands prior to entering the store and after
- Practice social distancing at all times (keep 6 feet or more distance) when receiving donations; avoid close contact with store personnel.
- Make sure your agency representatives are meeting with 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 be meeting with store manager on a quarterly basis.
- Any issues should be handled in a timely matter.
- Always take pictures and videos of any bad donations

Best Practice and FQA

How to calibrate thermometers?

- The ice-point method
- <https://www.youtube.com/watch?v=-k9u5fiSGc>

What if the receivers doesn't want us to sort or take temperature?

How to weight donations? And donation receipts?

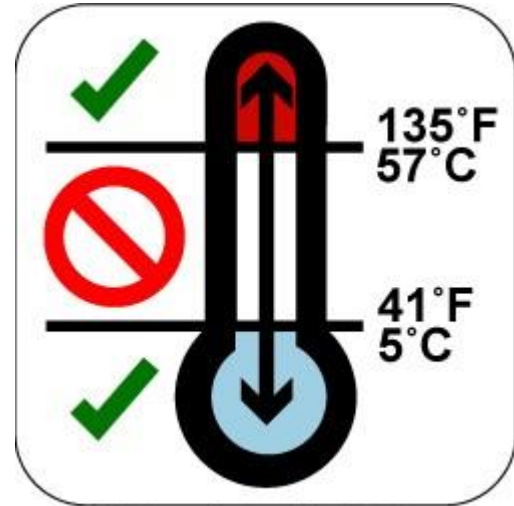
What if the receiver is donating trash?

What if I'm only getting bread?

Food Transportation and Temperature Logs

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




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Store Partnership Form

- An email will be sent out to all of our EH Agencies.
 - Store Partnership Form
 - Select your Agency
 - Select the Store you are interested in.
 - Please keep in mind stores are meant to be within 6 miles
 - Stores will be available on a first come first serve basis

Store Partnership Form

Please see the list of stores that was mailed to your agency. Please enter all your agency's information and fill out the form. We will contact you shortly to finalize partnerships.

ngarcia@lafoodbank.org [Switch account](#) 

Your email will be recorded when you submit this form

* Required

Agency Name *

Your answer

Agency Number (not phone number) *

Your answer

Agency Contact and Phone Number *

Your answer

Store Name *

Your answer

Store Number *

Your answer

Submit

Clear form

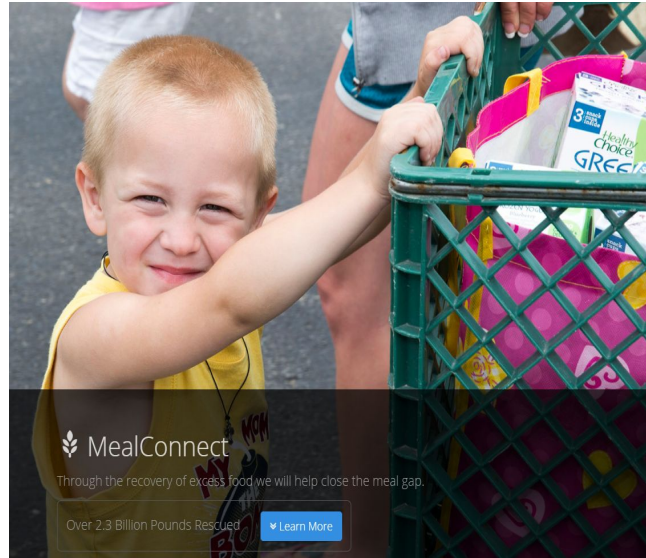
Self Reporting

➤ What is MealConnect?

A reporting platform provided by Feeding America that facilitates the sharing of data (donation poundage) between Food Banks, Agencies, and Donors.

➤ Benefits of MealConnect

- Data gets sent directly to FA
- On Time Reporting
- Simplified record keeping



Partner Login

Email Address

jesquivel@lafoodbank.org

Password

[Password Reset »](#)

Login

Alternate Login Options



Feeding America Network



Windows Live

What Self Reporting Looks Like

Add New Receipt

06/28/2021

Agency (Select First)



Donor



☐ Scheduled Pickup Not Attempted

☐ No Pounds

Category

Category

Storage

Storage

Description

Description

Pounds

Pounds

Add

Cancel

Add Receipt and Review

EH Donation Receipts

Donation Receipts are carbon copy and can be picked up at our LA location or sent via mail to your agency's address.

The white copy is for the retail donor. The yellow copy is for your records.

If the receiver refuses to take a copy you must fill out and keep both copies.



Extra Helpings Donation Receipt

Date 9/25/21 Agency Number LA2
Agency Name Los Angeles Regional Food Bank
Donor/Store Name Ralphs 48
Donor Address 1734 e 91st
City/ State/ Zip Los Angeles, CA 90058

Received

Bakery 100 lbs.
Beverages _____ lbs.
Dairy _____ lbs.
Meat 400 lbs.
Mix/Grocery _____ lbs.
Prepared/Perishable 300 lbs.
Produce 100 lbs.
Non Food/Other _____ lbs.
Total 900 lbs.

Cooler Items:

Temperature at store: 39°
Temperature at agency: 39°

Freezer Items:

Temperature at store: 0°
Temperature at agency: 0°

Agency Signature [Signature] Print Name Nahum Garcia

Store Signature [Signature] Print Name Juan Esquivel

The participating agency is a 501(c3) 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. 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 (323) 234-3030 Ext.158. We appreciate your support.

White Copy- Donor Canary Copy- Agency. Keep canary copy at the agency site for three years.
Poundage report due to the Los Angeles Regional Food Bank by the 5th business day of each month.

Pantry Monthly Report

EFAP - Household Participation Report

Pantries and Extra Helpings
- Pantry Monthly Report

<https://docs.google.com/forms/d/e/1FAIpQLScBT59MnofZDYWSW-cUK-k95ferHnLSSht3vjX4yPQiM8Vi1A/viewform>



Pantry Monthly Report

Dear Agency Partners:

We are excited to share with you that we will start collecting Pantry Monthly reports via Google Forms. This new reporting format is easy to use and allows us to receive your report in a timely manner. Once you complete the report, you will automatically receive a submission confirmation. Each month, please fill out the pantry report accordingly and submit by the 10th business day of every month. Please feel free to reach out if you have any questions or concerns.

* Required

Email *

Your email

Month Reporting for: *

Choose

Updated Forms of Communications

- **MealConnect questions/Technical Issues**
 - Please email us at extrahelpings@lafoodbank.org
- **Store Issues/Incidents/Store changes**
 - Feedback Form
- **Requesting Donation Receipts**
 - Please let us know when you will be coming by at our 41st warehouse
- **Extra Helpings Team Members**
 - Nahum Garcia (323) 855-3414 or Ext. 214
 - Sonia Rodriguez (323) 659-8068 Ext. 228
 - Juan Esquivel (310) 654-4158 or Ext. 207
 - Veda Ashby Romero (323) 979-8763 or Ext. 237
- **Any Emails and/or Text**
 - Should always include Agency Name and Agency Number

FAQ & QA

- How long before my Agency is assigned a donor?

It is based on the agencies locations and the amount of stores in your area.

New Agencies do get priority over any new possible partnerships.

- When do I get a scale, thermometer and insulated blanket?

We can provide a scale when you are assigned your first store. Insulated blankets and Thermometers can be purchase.

- What kind of Donations should I Expect?

Donations vary by store and are based on each donor's guidelines and store size.

- What if I can't pick up this week?

Please inform the store if you can't make it on your assigned pick up day. They may be able accommodate a pick up of the donation to another day.

- What if I can't pick up anymore?

If you can't pick up anymore please inform the Food Bank, we will schedule another agency to pickup.

Not informing the Food Bank will affect your eligibility moving forward.

**We look forward to our continued
partnership in 2022.**

Thank you for all you do.