

Free Grocery Program Webinar Questions

Feb 9, 2022

Registration

1. If it is a first time going to a distribution site do clients need a client card?
 - First time clients at a distribution site will receive a client card on their first visit.
 - When a site uses tablets, an ID number is generated right away. If it's a paper registration, they can get a card and number when they go back to that distribution
 - If the record cannot be created due to insufficient or illegible information, then it will have to be gathered again next distribution and will result in extra work for the volunteers which we do not want to have happen. It will also take more of the client's time during the next distribution
 - Guidance and resources on registration are also available on our Partner Resources website.

2. Can we get a QR code for client registration
 - Great idea – we would like this too. We will be asking our IT department how we can make this possible.

Farmers' Market Style

1. What would we do with the food that the clients won't take if we go back to the farmers market style?
 - We can monitor attendance and give out more food to those coming at the end of the distribution – ask your manager for tips on how to do this if you are not sure
 - You can give extra food to client-volunteers to share with their family/neighbors after the distribution is over
 - We can develop a plan for redistribution to another partner after your distribution is over
 - Last choice: take back on the truck with residuals

2. When will transitions from Drive Thru to Farmers' Market style start?
 - Transitions for some sites to Farmers' Market can start in April. Transition will be a process over the rest of the year
 - Your manager will work with you to prepare your site with supplies, materials and timing
 - We are also hoping to have flyers to alert clients of the shift and want to get these out ahead of the change

3. Farmer's market requires tables and chairs. Suggestions on acquisition and storage?

- Second Harvest can provide supplies, and possibly even a storage container if it is not available on site.
4. Is the Farmers market style optional?
 - We will work with the site leaders collaboratively to evaluate the balance of Drive-Thrus and Farmers' Market style offerings in the region, volunteer and client preference, and concerns that you may have about establishing a Farmers' Market style
 5. Our former Famers Market required a lot more volunteers. Is that typical?
 - In some cases, yes, while in others, no. It depends in large part in how many clients attend and how it's set up. Your manager will work with you ahead of time to estimate how many you will need and to help with recruitment if that is a challenge for you.
 6. If clients have made it cleared that they don't want particular items, can those items be removed so that we are not having too much extra food left over?
 - To some extent, yes. We will be offering key categories of food and we can adjust the amounts for some (such as brown rice, milk, or amount of personal hygiene items you receive). However it is more difficult to limit specific produce items. It's something we will evaluate and try to adjust for you.

Other Topics

1. People go through the boxes and will leave the leftovers/trash in front of our establishment – what can we do about that?
 - A choice model like the Farmers' Market provides allows clients to only take what they will use and will help avoid waste.
 - We also have this flyer you can hand out if you see food being left by clients by your establishment/on the street: <https://www.shfb.org/wp-content/uploads/2021/04/Unwanted-food-flyer.pdf>
2. Do we need to request for every distribution mask, gloves, and water, also hand sanitizer?
 - If you want water for volunteers, make sure your Program Manager knows that. The remaining items come automatically. If you do *not* need those anymore, let your Program Manager know that as well.