



# MOBILE FOOD PANTRY PROGRAM

*Updated 2021*

**The Food Bank of Eastern Michigan** is the Food Source for the people in need. Partnering with organizations to feed the hungry, we build a community solution to a community problem. By leveraging an abundance of product from a multitude of sources, we “Change the Face of Hunger.” The Mobile Food Program is one of the programs in which we are “Changing the Face of Hunger,” by distributing pallets of food in areas of the community with little to no access to emergency food providers. The purpose of the Mobile Food Pantry Program is to ensure all low-income families living in high-need neighborhoods across our service area have access to a food pantry. We are optimistic that once a community recognizes the need in their area, they will work together and continue efforts towards ending hunger. The Food Bank is seeking existing faith-based and community based organizations to work with us to distribute supplemental food in areas harder to reach those in need.

## Truck Options, Fees, and Product

The Food Bank of Eastern Michigan (FBEM) offers two different types of trucks.

**Option #1: Straight Truck** - Each straight truck will contain a minimum of 5500 pounds of product.

- Delivery Fee for Agencies < 40miles from FBEM - \$600
- Delivery Fee for Agencies 41-100 miles from FBEM - \$700
- Delivery Fee for Agencies 101+ miles from FBEM - \$800

**Option #2: Semi Truck** - Each semi-truck will contain a minimum of 9,000 pounds of product.

- Delivery Fee for Agencies < 40miles from FBEM - \$1000
- Delivery Fee for Agencies 41-100 miles from FBEM - \$1200
- Delivery Fee for Agencies 101+ miles from FBEM - \$1200

The food delivered on a Mobile Food Pantry is “supplemental.” It is not intended to create full meals or **provide families with the necessary nutrients and/or calories**. Rather, it is supposed to **supplement** families’ budgets by providing them with food items they might ordinarily buy, allowing them to divert financial resources toward items that **WILL** provide complete or full meals. Each Mobile Food Pantry will include:

Straight Truck*	Semi-Truck*
Bread/Bakery - 2 pallets Average total weight 500 lbs.	Bread/Bakery - 4 pallets Average total weight 1000 lbs.
Beverage - 1 pallet (not including water) Average weight 800 lbs.	Beverage - 2 pallets (not including water) Average total weight 1600 lbs.
Snacks - 1 pallets Average weight 250 lbs.	Snacks - 2 pallet Average total weight 500 lbs.
Produce - 1 pallet Average total weight 100lbs. (more produce will be added during local growing season)	Produce - 2 pallets Average total weight 2000 lbs. (more produce will be added during local growing season)
Assorted Reclamation - 5 pallets Average total weight 2500 lbs. (e.g., boxed meals, cereal, condiments, canned items, etc.)	Assorted Reclamation - 9 pallets Average total weight 5000 lbs. (e.g., boxed meals, cereal, condiments, canned items, etc.)
Frozen up to 2 pallets if it is available	Frozen up to 4 pallets if it is available
*Items may be substituted based on availability. >>	For example, you may see a dairy item if cereal is not in inventory.
Frozen and dairy products cannot be guaranteed. >>	Although they often are included when supplies exist.

**Produce that is available for distribution may come from one of two different sources - Farm and “Manager Special”- each with differing quality and packaging.**



**Farm Fresh Produce** - Produce received from a farm is typically distributed unpackaged and contained within a “tote”, which essentially is a large box. This produce is often received directly from the farm and may not be clean (i.e., soil and mud). In addition, agency host may see anomalies on produce that do not necessarily degrade the quality. For example, potatoes may have eyes and ears of corn may have small worms. However, the produce in these situations is still viable. Agency MFP hosts and clients need to understand this and the Food Bank can provide guidance on how to work through this situation.

**“Manager Special” Produce** - This is produce that is received from retail outlets and may be a little more distressed than received fresh from a farm or other sources. The Food Bank expects that 60% of this produce is still viable. However, agency hosts may need to sort through this produce to identify that which is usable. In addition, the packaging of this produce may significantly vary. Imagine peppers in 3-pack quantities vs. a head of iceberg lettuce.

If a product category is not available at the time of delivery, the Food Bank reserves the right to substitute an alternate item from within the five product categories of Bread/Bakery, Beverage, Snacks, Produce, and Assorted Reclamation. Additional items such as dairy (yogurt) may be given upon availability and FBEM staff will notify agency of availability prior to delivery in order to ensure agency can store and distribute such items safely. Other items may be added to the truck as an “Add-On Order.” These items are available for order from the Food Bank’s menu, which can be viewed on our website - <http://www.agencyexpress3.org/AgencyExpress30/NewLogin.aspx> all products on the truck are received in as is condition.

### Additional Product Orders (“Add-ons”)

1. “Mobile Add-ons” must be placed via Agency Express within the scheduled cut-off time frame, no later than 10:30 am two days prior to delivery. Contact Austin Knight @ 810-396-0222 for a “special” User I.D. for Mobile Add-ons.
2. Applicable shared maintenance fees will apply.
3. If orders occupy more pallet spaces on truck than maximum truck capacity allows, pallets will be deducted from Mobile Food Pantry to accommodate add-on order.
4. FBEM will notify the Agency in the event an “Add-On” order detracts from Mobile Food Pantry pallet spots no later than 24 hours prior to scheduled time of delivery.

### Registration

**Step 1:** We ask that agencies contact Austin Knight at FBEM (810) 396-0221 or [aknight@feedingamerica.org](mailto:aknight@feedingamerica.org) at least three weeks prior to the desired distribution date to determine if date is available. To secure the date, a Mobile Food Pantry registration form must be received by the FBEM (online <https://www.fbem.org/programs/mobile-food-pantry/register-mobile-pantry/>, email, or fax). FBEM will not reserve any date/time without a completed registration form. Once the form is received, FBEM staff will contact you to confirm requested date via email/fax within 48 business hours. In the event we are unable to accommodate the requested date, we ask that you submit two other date options for your distribution.

**Step 2:** Choose a location in which you will be able to accommodate the expected crowd. We recommend that you have at least 10 six foot tables and 30 volunteers. This will ensure a smooth flow on the day of the event. Also, while choosing allocation, make sure there is ample amount of space for the truck to safely arrive and off load product. Make provisions for volunteers and recipients to park, ensuring a safe entrance and exit for the staff and recipients.

**Step 3:** Recruit Volunteers. As event host you should plan on recruiting 20-30 volunteers. Time commitment: volunteers should be prepared to make a four hour commitment. We recommend 1.5 hours for preparation work before the distribution, 2-3 hours for the distribution and ½-1 hours for cleanup.



**Step 4:** Promoting. Contact all partner Agencies and non-partner food programs within your area to enlist their assistance with getting the word out to their regular clients and also volunteering their services. Other suggestions for advertising event:

*Radio Stations | Newspaper | Community Newsletter | Church Bulletins | Schools | Soup Kitchens*

**Step 5:** Ordering. The host is responsible for ordering any additional product desired for distribution above and beyond the five basic product categories. Orders must be finalized by 10:30 am two business days prior to delivery.

**Step 6:** Cancellations>Returns. Cancellations made prior to agency cut off (10:30 am two days prior to delivery) will not be subjected to penalties. Cancellations that occur after cut-off will be evaluated by Directors of Outreach and Operations for consideration of potential penalties.

## Delivery

FBEM will deliver the truck at a pre-determined time before the distribution is scheduled to begin. Deliveries <40 miles from Food Bank may be made up to 3:00pm, M-F. Deliveries 40+ miles from FBEM will be made between 8am and 12:00pm (Noon), M-F. Saturday deliveries may be possible and will be evaluated on a case by case basis. Drivers will unload and stage the product in a row in the agency parking lot with agency identifying explicit location to leave pallets. The truck must have direct access to location-truck must be able to park as close as possible to distribution area. Bear in mind a truck, and in particular a semi needs a lot of clear space to maneuver.

Please ensure that snow and other obstacles are removed from area designated for delivery. Drivers may not unload product in buildings, but may stage product in parking lot near an entrance. The Agency host will be responsible for moving product inside if desired, but will need their own equipment or volunteers to do so.

## Cancellations

1. Cancellations made prior to agency delivery cut-off (10:30am two days prior to delivery) will not be subject to penalties.
2. Cancellations that occur after cut-off will be evaluated by Directors of Outreach and Operations for consideration of potential penalties.
3. All Mobile Cancellations must be received in writing (Email, Mail, and or fax).

## Returns

Product is to be received in as is condition, per 170 (e) (3) and, hence, product may not be returned to FBEM. Agency host expressing concerns over product received should contact Austin Knight, Outreach Associate to discuss product concerns.

With each delivery, there may be additional equipment to return to FBEM. The following are circumstances describing equipment returns and procedures:

- Agencies returning trash to Food Bank may face a fee of \$100 for cleaning.
- It is the sole responsibility of the Agency to secure totes, pallets, banana boxes. Pallets that are broken down, totes and boxes that are cut and/or ripped will be considered "damaged" and applicable fees will be applied.
- After the event has taken place the Agency must contact the truck dispatcher to set an appointment for totes, pallets and banana boxes to be picked up.

## Contacts

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