

### **What is the Good Shepherd Food Bank Food Mobile?**

- The Food Mobile program uses a refrigerated truck to deliver perishable and non-perishable food to a community in need. We work with partner agencies and other groups to deliver this service to communities based on need and available grant funding.

### **What is a Food Mobile distribution like?**

- The Food Mobile truck has 6 refrigerated bays and is packed with five to eight types of perishable and non-perishable food items as well as what is available for bonus product from the Food Bank. The truck parks, and volunteers from the site help unload and set-up. Products are set out on the tables for people to choose from. Once the distribution begins, patrons walk past the tables and choose the items that they are interested in – packing their own bags as they go along. Volunteers are stationed behind the tables to restock items as needed and to make people aware of any products that have limits. At the end of the distribution, volunteers assist in cleaning up the site. The driver will remove all garbage and cardboard that is produced during the distribution.

### **How long is the Food Mobile distribution?**

- The Food Mobile distribution is scheduled for 1 ½ hours. Distribution may be longer if there are still patrons who are waiting to be served. The Food Mobile arrives a half hour prior to the start of the distribution to set up, so the overall volunteer commitment is about 2 hours.

### **Why do we need a site coordinator?**

- The site coordinator is the main contact person for the Food Bank for the Food Mobile distribution. He/she will be responsible for coordinating on-site logistics and managing volunteers during the distribution. This role is crucial to the success of your Food Mobile, so choose someone who interacts well with volunteers and the public. Site coordinators will remain on site during the entire Food Mobile distribution.

### **How many volunteers are needed and what are their responsibilities?**

- We recommend a minimum of 8-10 volunteers. Volunteer tasks include:
  - o Set up, keep the site clear of trash, cardboard, etc. during distribution and help clean up after;
  - o Restock product throughout the distribution and make patrons aware of any product limits;
  - o Greet patrons and direct them to the record keeper and advise them how the distribution works.;
  - o Pass out numbers (if you choose to use a number system);
  - o Help patrons carry boxes through the line as well as to their vehicles.

### **Who advertises for the Food Mobile?**

- The hosting agency or community partner advertises the Food Mobile. Good Shepherd Food Bank will provide you with a media template to submit to your local newspaper and use to create flyers to hand out in your community. As part of the advertising, the hosting agency will contact local food pantries and community partners to help spread the word that the Food Mobile is coming to the community.

### **Why must the Food Mobile be scheduled on a different day and time than an existing food pantry's regular hours?**

- The Food Mobile program is intended to expand access to food in a community for those in need, especially those who may not be able to attend the food pantry's regular distribution day and time.

### **How are Food Mobiles funded?**

- The Food Mobile program is funded through grants that are received by Good Shepherd Food Bank. Often times funding is specific to certain communities or counties of the state. The Food Bank will prioritize unrestricted

Food Mobile grant funds to those areas most experiencing food insecurity due to high unemployment, natural or other disaster, or lack of other resources.

#### **Who can attend a Food Mobile distribution?**

- Any person in need is welcome to attend the Food Mobile distribution. Patrons are not required to reside in the town in which the Food Mobile is being hosted.

#### **What kind of record keeping does the host agency do for a Food Mobile?**

- We ask for a running total of how many households are served for our reporting as well as future reference.
- Host agencies **may** ask for sizes of household, number of children & adults, and the towns patrons reside in
- Host agencies **may not ask** for names, phone numbers, proof of residency or proof of income in order for patrons to be served.

#### **What are patrons expected to do for a Food Mobile?**

- Patrons are expected to be courteous to Food Bank staff, host agency volunteers/staff and other patrons. Disruptive behavior will result in a patron being asked to leave the premises. Food Bank staff and the site coordinator will work together to determine whether a patron can be served from the Food Mobile.
- Patrons should be advised to bring their own boxes and/or bags as there will be limited quantities available.
- Patrons will leave with 30-50 pounds of food, so a cart, wagon, or someone to help them carry their box/bag is suggested.
- Quantities of some food items will be limited. Patrons must respect the limits set by Food Bank or host agency staff/volunteers.
- Patrons may go through the Food Mobile line a second time during the last 20 minutes of the distribution if there is product and if all others have been served once.

#### **How will we know which products have limits?**

- A Good Shepherd Food Bank representative or the driver will work with the site coordinator to determine how much of each product should be handed out. Typically, non-perishable products are packed to serve one per household. The number of households is estimated in advance by the hosting agency. If there is an abundance of product and no limits are necessary, patrons should be told to take what they are able to use.

#### **How can we include our community?**

- You may invite community groups to share information on programs and services (Healthy Maine Partnerships, the Cooperative Extension, for example). These community groups may ask for patrons' names, addresses or phone numbers in order to reach out after the Food Mobile distribution, as long as the patron **voluntarily** supplies the information. In addition, you can ask businesses or service groups to volunteer at the distribution.

#### **What happens if there is leftover product?**

- Leftover product must remain within Good Shepherd Food Bank's partner agency network. If the hosting agency is a partner of Good Shepherd Food Bank's and has approved storage space, then the leftover product should remain there for future distributions. In the event that the hosting agency is not a partner agency or cannot take in all of the remaining product due to space constraints, Good Shepherd Food Bank will identify the nearest partner agency to donate the product to.

**Thank you for inquiring about hosting a Food Mobile! If you have additional questions, please don't hesitate to contact Sarah Colborn, Agency Services Coordinator, [scolborn@gsfb.org](mailto:scolborn@gsfb.org), or your local Agency Services Field Representative.**