

San Gabriel Valley Regional Food Recovery Program

Harvesting Connections Workshop:
Building Food Recovery Relationships

Agenda

- Welcome and Introductions
- SGVCOG Regional Food Recovery Program Background
- Presentations
 - Forming relationships with Tier 1 EFGs: God's Pantry
 - Forming relationships with Tier 2 EFGs: Foothill Unity Center
 - Forming relationships with FROs: Heart of Compassion
- Q&A Session
- Closing & Next Steps

San Gabriel Valley Council of Governments

The SGVCOG serves as a subregional government agency that maximizes resources and promotes regional and member interests to improve the quality of life in the San Gabriel Valley.

Program Areas:

- Homelessness & Housing
- Sustainability & Environment
- Transportation
- Water
- Capital Projects



Background

SB 1383 requires...

- Businesses, hospitals & schools to donate extra food
- EFGs & FROs to record & report donations

Key terms

- Food Recovery Organization (FRO) or Service (FRS)
- Edible Food Generators (EFGs)
- Tier 1 (Grocery stores, etc.)
- Tier 2 (Restaurants, schools, etc.)

SGVCOG Regional Food Recovery Program

- Launched in September 2021
- Originally providing compliance-focused services (inspections, etc.)
- Offers education, support, workshops, etc. for FROs and EFGs in the region
- Going beyond compliance to boost SGV's capacity to recover food by establishing subregional food recovery hubs



What is a Food Recovery Hub?

Purpose: Recover and redistribute food throughout the region to increase the overall amount of food that is recovered and used

- Hubs increase the amount of food recovered from EFGs
- Food is redistributed to smaller organizations or directly to residents
- Hubs, EFGs, and other FROs will build relationships to develop networks of food recovery and redistribution throughout the SGV

Today's Presenters

- God's Pantry (Pomona)
- Foothill Unity Center, Inc. (Monrovia)
- Heart of Compassion (Montebello)

GOD'S PANTRY



Foothill Unity Center, Inc.

HELPING PEOPLE. CHANGING LIVES.



Heart of Compassion
D I S T R I B U T I O N

GOD'S
PANTRY

WHO WE ARE

Our **vision** is to create an organization that is run and led by individuals with social barriers who in turn offer hope, training, and support to their peers.

Last year we recovered over **3 million pounds of food to feed 100,000 families**. We average around 8-10,000 families per month that receive food directly and indirectly from our warehouse.

FOOD COLLECTION OPERATIONS OVERVIEW

Our warehouse is located in Pomona, CA. We have 7,000 sq feet of warehouse with a walk in cooler and freezer. Our Care Center is another 3,000 sq feet attached to the warehouse.

We have several refrigerated trucks that collected salvage products from different EFG's in the area. Once the food is collected, it is brought back to our warehouse for a weight then processed by our trainees and distributed through one of our distributions.

Our warehouse team sorts and bags the groceries to pass out during distributions. We compost any edible food past its prime.

WORKING WITH TIER 1 EDIBLE FOOD GENERATORS

Tier 1 EFGs are great strategic partners when it comes to food recovery. Most of our food comes from big box retailers and distribution centers and we have grown to be efficient in this particular area.

Tier 1's are often partnered with food banks to contract with approved FRO's which may limit their access. Having said that, the arrangement is effective and helpful for all parties involved.

WORKING WITH TIER 1 EDIBLE FOOD GENERATORS

The EFGs have a list of FROs they can reliably count on. Repeated no-shows or declines can put you on the back of the list and give the opportunity to someone else. This ensures that EFGs a smooth donation process and minimizes product going bad while waiting for a pick up.

For FROs get introduced to accounts that they would not otherwise have access to. Also, it protects them from getting stuck with donations past their minimum thresholds. The food bank can help enforce standards of practices without the fear of retaliation to the FROs

WORKING WITH TIER 1 EDIBLE FOOD GENERATORS

PROS

Bigger Quantities (more food)

Better Quality (generally, but not always)

Steady Supply (daily or weekly scheduled pick ups)

CONS

Bigger Quantities (more food than you could safely handle)

Need for transportation and refrigeration (\$\$\$)

Need for dedicated personnel (drivers, warehouse coordinators, etc.)

WORKING WITH TIER 1 EDIBLE FOOD GENERATORS BEST PRACTICES

Commitment - this can be challenging for smaller orgs that rely on volunteers to do pick ups. Most Tier 1 count on FRO excess food and order to be picked up promptly to avoid any delays.

Input/Output - It is easy to get stuck with large quantities of food and have it spoil. The process of composting can be significant. It is key to think of the operation as a pump - the intake must closely match the output to stay efficient.



Foothill Unity Center, Inc.

HELPING PEOPLE. CHANGING LIVES.

FOOD RECOVERY HUB

PRESENTED BY: TASHERA TAYLOR

OCTOBER 12, 2023

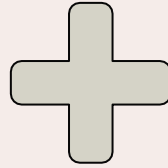
HUB AND SPOKES CONCEPT



CHALLENGES



COMMUNICATION



CAPACITY

SOLUTIONS



PROJECT CONTACTS

- Roger - Logistics and Procurement Driver - Roger@foothillunitycenter.org
- Angela - Food Distributions and Warehouse Manager - Angela@foothillunitycenter.org
- Louise - Finance Department Coordinator - Louise@foothillunitycenter.org
- Helen - Executive Assistant - Helen@foothillunitycenter.org
- Mike - Chief Administrative Officer - Mike@foothillunitycenter.org
- Tashera - Chief Executive Officer - Tashera@foothillunitycenter.org



“Working with smaller FRO’s”

Agenda



- *Challenges with EFG's and FRO's*
- *How we have addressed these challenges and what is working best?*
- *Identifying potential partners & establishing the relationship*
- *HOC Communications*
Union Church LA



Challenges with EFGs and smaller FROs?

- *Already established partnerships*
- *No response to emails*
- *No response to voice mail*
- *Selective of donation: no storage for refrigerator/freezer items..etc.*

How we have addressed these challenges and what is working best?



- *Never give up*
- *Ask the designated city for help and direction (SGVCOG Team too.)*
- *Use soft skills in conversations; “Customer Service”*
- *Ask to follow up in 6 months with any turn down*
- *Ending reminders....to think of HOC if anything changes with current donations, we are here for you, and keep up the good work with food recovery!*



Identifying potential partners & establishing the relationship

How have you found partners in the past?

They came to us - We make ourselves open to connections via social media, networking, cold calls, and some have found us first.

What is the best way to contact them?

Ask for their preference of contact

What info do you need to give in an initial outreach inquiry?

An elevator pitch for the partnership and food recovery program.

HOC Communications

HOC will check in with FRO's in the beginning week of their scheduled donation pickup to see if there are any changes and to confirm. The EFGs will call us when a donation is ready for pickup. Heart of Compassion speaks daily with different vendors, individuals, and partnering organization who are in need of food for their communities.





Union Church LA

**201 S. New Ave Monterey
Park, CA 91755 (626)
656-6300
Silvia Rodriguez**

www.unionchurchla.com



QUESTIONS?

**THANK
YOU**



Closing & Next Steps

- Reach out to God's Pantry, Foothill Unity Center & Heart of Compassion!
- Next workshop: Safely recovering cooked / prepared foods
- SGVCOG Contacts: mbolger@sgvcog.org, tlott@sgvcog.org,
jread@sgvcog.org

Thank you!

SGV Regional Food Recovery Program
mbolger@sgvcog.org