**Queen of All Saints- St. Vincent de Paul**

**Food Pantry Information and Guidelines**

**2390 Grant Street, Concord, CA 94520**

**(entry door is on Bacon Street)**

**925-609-5944**

**What area do we serve?**

Queen of All Saints and Saint Agnes Parish Boundaries. There is a boundary map above the desk.  Diocese Parish Boundaries Lookup <https://22403.sites.ecatholic.com/parish-boundaries>

During the Covid-19 Pandemic- all of the SVdP conferences have agreed to provide food assistance to anyone regardless of the parish boundary.

For Gift Cards, Thrift Store Vouchers, Rental and Utility assistance= must live in our parish boundary.  If they do not, please refer them to their local SVdP conference.

**Who do we serve?**

It is a Vincentian practice to refer to those we serve as our neighbors in need rather than customers or clients.

**How often do we provide assistance?**

During the Covid-19 pandemic, we have agreed to provide weekly food assistance. Gift Cards are limited to one in any given month. Rental and Utility assistance only once.

**How many volunteers will be needed?**

At least 3 volunteers are needed per shift; one to manage the check-in and log, one to take the food order and ask about food preferences, and one to make up the food bags/boxes. A 4th volunteer is helpful during busy times and assists with Rental/Bill assistance forms.   It is helpful to have at least one volunteer per shift who can speak Spanish.

**Hours of operation?**

We are open every Wednesday from 9:30-11:30 a.m. And now every third Saturday of the month from 10-11 a.m. Volunteers please arrive by 9:15 a.m. for set-up and prayer and plan to stay after until 11:45 p.m. for clean-up.

**PANTRY ROLES & RESPONSIBILITIES**

**Greeter**                                                                                                                                                              Greet people and ask them to please stand outside the bottom of the stairs at the marked spot, at a safe social distance.

Ask for identification, if none is available, ask if they have something with a local address such as other Id or a bill with their recent address.

Check to make sure they are a resident of Concord. (if not refer them to appropriate Parish in their City, and also according to other churches in the Concord area).  Our pantry serves the area of Queen of All Saints and St. Agnes.  This is basically central and north Concord.  Our eastern boundary is Bailey Road.

Ask neighbors in need what type of assistance they are looking for, and if they have been at Pantry before.

Thank them as they leave, inform them of the hours of the pantry and make sure they leave with a Resource Guide.

**Food & Assistance log**

We have a paper food log that can be used and then information must be later entered into [Seattle Database](https://seattle.confdb.org/confdb/) or information can be directly entered into Seattle Database.  We have a computer in the bathroom storage that can be used but has to be charged (wifi password is in the computer bag).  Log their Name, address and phone number and number of adults/children in the house. Make note of their Driver’s License number.  Provide an estimated dollar amount for the food received (appx. $20-$50) and any other assistance (vouchers, gift cards).

**St Vincent De Paul Voucher-**vouchers are located in the middle drawer of desk. Most people ask for shoes, shirts, pants, socks, coat or sleeping bag. During Covid, the thrift stores have been closed or have had their hours impacted.  If not available, you can offer a gift card for Target.

INSTRUCTIONS TO WRITE A STORE VOUCHER

1. Vouchers must be filled out completely.  Conference member must sign (or initial) the voucher at the bottom of the document in the “necessity items only” section beneath the list of authorized items for the voucher and date the voucher.
2. Fill out information including ID information. They must be able to show the same valid ID at the store that was noted on the voucher.

Altered vouchers will not be accepted.

1. Complete the conference information on the top left of the voucher.
2. Write out a dollar amount or N/A (e.g., One hundred dollars) as well as a number $100.00 unless it is for a change of clothes then N/A can be written in both sections.
3. Fill out Vendor information SVdP Thrift Store. A specific store location does not need to be referenced but can be. Vouchers are valid at any of the three stores:  Pleasant Hill, Brentwood, Pleasant Hill.
4. Leave signature line blank. This is where they will sign when they redeem the voucher.
5. Fill out the quantity and description (e.g., 2 - sets of clothes for two children). Clothing Vouchers do not need a dollar amount, furniture, housewares, bedding etc. do.
6. Conference member should sign or initial below the last item at the bottom of the voucher.
7. Separate vouchers should be used for clothing versus other items (i.e., furniture, housewares).

**Gift Cards**

These are kept in bathroom/storage room.  We offer these cards according to people’s needs. If they mention they need diapers or baby stuff,they are on a special diet and need vegetables, we can provide them a gift card.  Gift Cards are limited to one in any given month per family.  Make a note in the gift card log.  After the third gift card request, we will ask that a form/budget be completed for continued assistance.

* **Safeway**If they need medicine or diapers, we offer them the Safeway card.  *Do not offer to homeless*\*
* **Arco**—if they need gas
* **Grocery Outlet**—if they need fresh vegetables.  *Do not offer to homeless*.\*
* **Burger King**cards are $10 value, offered to the homeless.  We provide them one card.  We also ask them if they would like peanut butter, bread, tuna, and other non-refrigerated food.
* **99 Cent Gift Card**or **Dollar Tree** if they need vegetables, toiletry supplies or cleaning supplies.  These *can* be offered to the homeless.
* **Target** if they need toiletry supplies or cleaning supplies. Diapers for baby or baby needs.  *Do not offer to homeless*\*

\*The do not offer to homeless notations are to prevent the purchase of liquor.  We have overheard some say this.

**RENTAL AND BILL ASSISTANCE**

We can provide Rental and Bill assistance on a one-time emergency basis only.  We have trained volunteers who are responsible for helping people seeking this assistance in-person or who leave messages or call our office phone.  The volunteers will complete the Rental/Bill assistance forms and collect the required documentation for weekly submission. Once approved payment will be sent directly to the landlord or utility within 1-2 weeks. The amount of assistance will vary based on board approval for the month taking our budget funds into the account.

For those seeking assistance at the pantry, please inform them of our program and make photocopies of the documentation they may have brought in.  Make sure it is their most recent documentation and that their name is listed.  Just need a copy of the front page of the utility bill with the amount and account number listed.  For the rental lease agreement just need 1-2 pages copied that list the name, dates, landlord contact information, and rent amount. Please make sure to write down the person’s phone number on the documentationLeave the copies in the blue bag with Juanita’s name on it hanging from the storage/bathroom door.  If they didn’t bring the documentation, they can drop it off later in our secured door mailbox.

Rental & Bill Assistance Requirements: 1) Must live in our parish boundaries 2) Must have a current rental agreement with landlord contact information 3) The person coming in to seek assistance must be listed on the rental agreement.

Advise them that there are other resources they can apply for assistance such as Catholic Charities, Shelter Inc., CARE, AMP, Heap and Reach. Provide them with Information on the Local Pantries Handout.

**PANTRY CHECKLIST**

At the beginning of each shift:

* set-up tables/chairs/bulletin board outside
* charge laptop computer, if needed (outlet behind the shelving next to refrigerator)
* Unlock storage/bathroom and take out the Gift Card box
* Turn on Charlie the printer
* Prayer
* check voicemail messages
* Refrigerators and Freezers: refrigerator temperatures should be between 32\* - 40\* F degrees, and freezer should be 0\* and -20\* F. Thermometers should be in all freezers and refrigerators on the front of shelves.

At the end of each shift:

* Put all materials and food away.  There should be no food left on the floor, place on shelves or table.
* Fresh fruits and vegetables in the refrigerator.
* Bread should go in the freezer.
* Meat needs to be on the lower shelves of the freezer.
* Take out recycling and garbage.
* Vacuumed Carpet.
* Wipe down desk, table,  door handles, including refrigerator and freezer with disinfectant wipes.
* Firmly close refrigerator and freezer doors.
* Turn off  Charlie the printer (do not unplug, just press power button to turn off)
* Lock storage room/bathroom.
* Spray the pantry rooms with Lysol before leaving.
* Turn off all lights, except not the exterior porch light.
* Lock the pantry door and deadbolt.

**FOOD SUPPLY**

**Food Bank**

Food is ordered from the Food Bank on Monday or Tuesday morning, for pick up the following Tuesday. Food is ordered online and we can pick up free items that they offer us.  We have one person delegated to submit our online food order; that person is currently Linda Begley.  Our assigned day for weekly food pick-up is Tuesday.  The location is at the back of the Latter Day Saints Church on 3700 Concord Boulevard. The onsite representative for the Food Bank is Theresa Pate.

Each organization that buys from the Food Bank is given two badges for their shoppers to use when picking up.  No more than two are to be on the site at a time.  What we have been doing, is have the main shopper (Sam, Juanita, Linda) use one of the badges when picking up an order or signing for the invoice.  After they have signed for food and picked it up, they can step back and hand their badge to one of the other shoppers.  The second badge is also given to one of the shoppers.  If we do not have an order but are interested in some of the food that is being offered for free, there is a sheet that we are to sign.  The organizations are divided into groups 1 and 2.  We are group 2.  We sign in as Queen of All Saints. Our current shoppers listed with the Food Bank are Sam and Linda Begley, Juanita and Mark Lesmeister, Antonio Arias, and Greg Thibodeaux.   When coming to pick up food, always wear closed-toed shoes.

Every three years someone from our conference is required to take a food handling safety course from ServSafe, and to send Food Bank a copy of the certificate of completion.  Linda Begley has taken this course, and the certificate is good until November 17, 2023.

**Donations**

Direct food donations can be dropped off in the food basket inside of the church.  Must be canned or dry goods that have not expired.  A volunteer is needed to check the basket and bring the donations to the food pantry.  Direct food donations can also be dropped off at the pantry during pantry office hours only.  Food should be wiped down with disinfectant wipes before adding to our pantry shelves.

**PANTRY REPORTS**

**Food Bank**- Once a month, after the last business day of the pantry, we are required to submit pantry statistics with the Food Bank.  This is something that all organizations who get food from the Food Bank must do.  We tell them whether we are a pantry or soup kitchen.  We are a pantry.  They want to know how often we are open.  Above all, they want to know how many households we serve, and how many people are in these households.  This information can be found in the Seattle Database, under the subheading of Assistance Given, and selecting the time period needed.  The pantry statistics are due no later than the 10th of the following month.  This is currently being done by Linda Begley

**SVdP district office**- Four times a year we are required to submit quarterly reports to St. Vincent de Paul.  The 1st quarter comprises October, November, and December; the 2nd quarter is January, February, and March; the 3rd quarter is April, May and June; The 4th quarter is July, August and September.  The 4th quarter is also the annual report, wherein the info for the 4th is combined with the other three quarters and submitted to the National SVdP..

The quarterly/annual reports are largely financial, and much of the information in them is supplied by the treasurer.  There is also a section called “In Kind” reporting.  This covers the giving out of food that we may not have dollar amount information—food that was donated, or was acquired from the Food Bank.  We assign an acceptable amount, such as $40, to food that we hand out at the pantry.  Again, from the Seattle Database, we collect this info from a column asking if the assistance given was In Kind or Not.  If we give out a gift card-- a gift card has a dollar amount, and is **not** In Kind.

Also in the reports, we provide the info on Home Visits, now done by phone or coming to the pantry to talk with one of our Home Visit volunteers.  The report wants to know how many home Visits we did.  Again, going to the Seattle Database, we find how many people we gave financial assistance—rent, utilities, or other.

The reports also track how many Vincentian and Associate volunteers we have.

The In Kind information needed for the reports is currently being collected by Linda Begley, who forwards that along to the treasurer and the president.

**COMMUNITY RESOURCE INFORMATION**

We provide a bulletin board and handouts with local resources.  Such as a list of local food pantries, information to seek assistance for PG&E and water bills, rental assistance, Contra Costa County resources brochure.  Please help connect people to other community resources that they may need.  Monument Crisis Center, Monument Impact, Shelter Inc, and Life House Recovery Living are some frequent referrals we give.

Every other week there will be a table for the Center of Human Development, Medi-Cal Enrollment Navigator program to provide fast and efficient enrollment or renewal assistance.

Link to District Council Programs (Auto program, Dental, Medical, Thrift Store Vouchers, Workforce development training)

<https://www.dropbox.com/sh/yfj70vzjy3bj5ky/AAC8OxS1G5f1mB7fbvKkrqLxa/Resources/District%20Council%20Programs?dl=0&lst=&subfolder_nav_tracking=1>