



# First Fruits Market

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## MANUAL

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# Important Contact Information

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# Central California Food Bank Locations

## **Primary Office and Distribution Center**

4010 E Amendola Dr. Fresno CA, 93725

559-237-3663

## **First Fruits Market at City Center**

2025 E Dakota Ave Fresno CA 93726

First Floor

# Welcome

At Central California Food Bank, we are dedicated to keeping you informed and inspired by the meaningful work happening through the First Fruits Market. More than just a food distribution site, our market is a vibrant community focused on combating hunger with dignity, offering nutrition education, and fostering compassion.

This handbook provides essential information on how the First Fruits Market operates, including our mission, core values, food safety standards, and the powerful stories of individuals whose lives have been positively impacted by our efforts. It is also designed as a valuable resource for other Choice Pantries, offering guidance on creating welcoming, efficient, and empowering food distribution experiences.

Whether you are here to learn about our processes, gain insights into nutritional education, or explore food security, we hope this manual serves as both a practical guide and an inspiring resource. If you have any questions or need further assistance, please do not hesitate to reach out. Together, we can make a lasting difference in the fight against hunger.

With gratitude and in partnership,

**The First Fruits Market Team**



## Mission Statement

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**Transforming lives together in the  
passionate pursuit to end hunger in Central  
California- one meal, one neighbor, one  
community at a time.**

## Values

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**Compassion • Dignity • Collaboration •  
Nourishment • Community**

# Hunger Data & Research

## What is Food Insecurity?

The United States Department of Agriculture defines food insecurity as the occasional lack of access to sufficient food for an active, healthy life. It is linked to a range of negative social and health outcomes and is increasingly recognized as a significant public health concern. Key factors contributing to food insecurity include unemployment, poverty, and income instability, all of which can hinder access to adequate nutrition. On the other hand, various interventions, such as participation in food assistance programs and improvements in overall economic stability, have been shown to effectively reduce food insecurity.

Food insecurity is defined as a household-level economic and social condition of limited or uncertain access to adequate food. According to USDA, in 2023, 1 in 7 individuals were living in food insecure households.

## Fresno County

According to Feeding America, Fresno County had a food insecurity rate of 16.2% in 2022, affecting approximately 163,000 individuals.

**Poverty Statistics:** 19.5% of households and 28.2% of children under eighteen live below the federal poverty level.

**First Fruit Market's Zip Code (93726):** 26.9% of residents and 33.7% of children face food insecurity.

## CalFresh

CalFresh is California's food assistance program, providing benefits to help individuals and families purchase food at grocery stores, farmers markets, and certain restaurants. The benefits can also be used to buy seeds and plants to grow food for personal consumption.

Central California Food Bank CalFresh team provides 1:1 CalFresh application assistance at First Fruits Market every Wednesday from 8:30 am - 12:30 pm and every second Saturday of the month from 8:30 am – 12:30 pm.

CalFresh Team Members:

CalFresh Manager – Alicia Ferrer

CalFresh Outreach Coordinator – Brenetta Sadakov

CalFresh Outreach Coordinator – Emilia Avila

# Choice Pantry

## First Fruits Market Choice Pantry

First Fruit Market is a market-style, free-to-use grocery store/choice pantry that aims to place dignity as a high priority. Instead of receiving pre-packaged food boxes, neighbors can choose the items they prefer, or need based on their dietary requirements, cultural preferences, or personal circumstances. First Fruit Market is inside of Fresno Mission's City Center. City Center is a nine-acre campus that will include over 170,000 square feet of buildings that will serve as an all-encompassing pathway out of crisis. While our primary focus is addressing immediate needs, it is essential to recognize that our efforts extend far beyond providing sustenance. Our work is part of a collective endeavor to empower and fortify our community. By supporting and expanding the implementation of choice pantries, we can take a significant step toward alleviating food insecurity and fostering a more equitable and nourished community.

## What is a Choice Pantry?

A choice pantry allows neighbors to select their own food instead of receiving a pre-packed or standard grocery bag. This ensures they avoid items they already have, do not like, or cannot eat for health or personal reasons.

By offering choice, the pantry caters to neighbors' individual preferences, health needs, and circumstances. This model empowers them to decide which items they want to take home. While there are diverse ways to implement this approach, they all share a core principle: promoting dignity by allowing neighbors to make their own food choices.

## What are the benefits of offering choice?

- **Serve with dignity:** Providing choice is essential to serving with dignity, which is a key objective of the Feeding America network and its agency partners that receive products from food banks.
- **Less food waste:** When neighbors can choose what they need and want, and have the right tools to prepare it, there is likely to be less food wasted or left unused by recipients.
- **Better to accommodate special dates:** Neighbors with health conditions—such as diabetes, chronic kidney or heart disease, or celiac disease—must adhere to specific diets to manage their health. A choice model can help these neighbors better align their food selections with their dietary restrictions and personal health needs.
- **Offer culturally appropriate foods:** Many religions have dietary guidelines—such as avoiding pork, restricting dairy, coffee, or tea, or following a vegetarian diet—that are significant for large groups of neighbors. Additionally, specific cultural practices may lead to certain foods being more relevant or useful than others that are not traditionally part of their diets.



# Nutrition Policy & Education

1. **Statement of Purpose:** The purpose of this nutrition policy is to outline First Fruits Market's commitment to providing nutrient dense foods to our community. We recognize the critical importance of nutrition security in promoting overall health and well-being. This policy serves as a framework for our efforts to address food insecurity and dietary disparities within our area.
2. **Policy Rationale and Benefits:** First Fruits Market aims to address the pressing need for access to healthy foods in our community, particularly among those facing economic challenges. We acknowledge the disproportionate impact of systemic biases and racial disparities on diet related health conditions. Therefore, our policy emphasizes the provision of nutrient dense options, culturally relevant nutrition education, and consideration of individual health concerns and food preferences.

By aligning with established nutrition guidelines and prioritizing healthy foods, we seek to empower our community to make informed dietary choices and improve overall health outcomes. This policy also serves as a tool for accountability and decision-making, ensuring that our organizational commitment to nutrition security is upheld.

To provide context for the needs in our area, consider the following statistics:

- **Poverty Statistics:** According to local data, 19.5% of households and 28.2% of children under eighteen in our area live below the federal poverty level.
  - **Food Insecurity Rates:** In our zip code 93726, 26.9% of residents and 33.7% of children face food insecurity, highlighting the urgent need for access to healthy foods.
  - **Impact on Health:** Food insecurity has been linked to higher rates of diet-related health conditions such as diabetes, obesity, and heart disease within our community.
3. **Food Inventory Sources Covered by This Policy:** This policy encompasses all foods acquired by First Fruits Market, including donations, and purchased items. We are committed to sourcing high-quality, nutrient-dense foods from a variety of sources to meet the diverse needs of our community.
  4. **Nutrient-dense Foods to Prioritize and Increase:** Our goal is to align with established nutrition guidelines, focusing on the "Choose Often" foods recommended for the charitable food system.
    - **50% Fresh Fruits and Vegetables:**
      - Prioritize a diverse selection of fresh produce, including colorful varieties rich in essential nutrients.

- **Additional 20% of "Choose Often" Category:**

- Include other nutrient dense options from the HER guidelines, ensuring a total of 70% of FFM's food inventory aligns with this category.

Examples of food options by food group include:

**a. Fresh Fruits and Vegetables:**

- a. Fresh produce, including more colorful varieties, because they are rich in nutrients.
- b. Frozen fruits and vegetables with no added sugar or sodium
- c. Fruits canned in water or 100% juice.
- d. Vegetables canned with no added salt or reduced sodium.

Nutrient guidelines for this food group:

- Saturated fat  $\leq 2$  g
- Sodium  $\leq 230$  mg
- Total sugar  $\leq 12$  g
- Added sugar 0 g.

**b. Whole Grain and Whole Grain-Rich Foods:**

- a. 100% whole grains such as quinoa, brown rice, barley
- b. Whole wheat pasta
- c. Whole grain bread
- d. Whole grain cereals with  $\leq 6$  grams added sugar.
- e. Plain oatmeal

Nutrient guidelines for this food group:

- Saturated fat  $\leq 2$  g
- Sodium  $\leq 230$  mg
- Total sugar  $\leq 6$  g
- Added sugar  $\leq 6$  g

**c. Protein Foods:**

- a. Dried beans
- b. Low-sodium canned beans
- c. Some nut butters
- d. Nuts
- e. Fresh poultry
- f. Fish
- g. Eggs
- h. Tofu
- i. Low-sodium canned tuna
- j. Canned salmon

Nutrient guidelines for this food group:

- Saturated fat  $\leq$  2 g
- Sodium  $\leq$  230 mg
- Total sugar  $\leq$  6 g

**d. Dairy Foods and Non-Dairy Alternatives:**

- a. Fat-free or low-fat unsweetened yogurt
- b. Skim, 1%, 2% milk
- c. Fat-free and reduced-fat cheeses
- d. Light sour cream

Nutrient guidelines for this food group:

- Saturated fat  $\leq$  3 g
- Sodium  $\leq$  230 mg
- Total sugar  $\leq$  12 g
- Added sugar 0 g

**Non-Dairy Alternatives, including:**

- a. Unsweetened almond, rice, cashew, oat and pea milk
- b. Unsweetened soy, almond, rice, cashew and oat milk yogurts
- c. Some plain non-dairy alternative products with  $\leq$  6 g of added sugar

Nutrient guidelines for this food group:

- Saturated fat  $\leq$  2 g
- Sodium  $\leq$  230 mg
- Total sugar  $\leq$  6 g
- Added sugar  $\leq$  6 g

\*Canned foods containing added sodium are acceptable. FFM nutrition education should recommend that neighbors wash sodium off canned vegetables or beans before use.

1. **Foods to Deprioritize:** While recognizing that all foods can fit into a balanced diet, First Fruits Market will deprioritize items high in saturated fat, sodium, and added sugar. Examples include:

- Processed snacks like chips and crackers with excessive additives.
- Desserts such as cakes, cookies, and ice cream.
- Sugar-sweetened beverages including sodas and energy drinks.

These items will be limited to under 20% of the total food supply at First Fruits Market.

**Other Guidelines:**

- Baby formula and adult meal replacements are acceptable for special populations.
- Condiments, culturally significant foods, herbs, spices, and single-ingredient products are permitted.
- First Fruits Market will not sell or provide any food or beverage containing alcohol, expired baby food, or herbal/dietary supplements.

Food Category*	Example Products	Choose Often			Choose Sometimes			Choose Rarely		
		Saturated Fat	Sodium	Added Sugar**	Saturated Fat	Sodium	Added Sugar**	Saturated Fat	Sodium	Added Sugar**
Fruits and Vegetables	Fresh, canned, frozen, and dried fruits and vegetables, frozen broccoli with cheese sauce, apple sauce, tomato sauce, jarred sauces, 100% juice	≤ 2 g	≤230 mg	0 g	100% juice and plain dried fruit			≥2.5 g***	≥480 mg	≥12 g
					≥2.5 g***	231-479 mg	1-11 g			
Grains	Bread, rice, pasta, grains with seasoning mixes, cereals: hot/cold	First ingredient must be whole grain AND meet following thresholds:			≥2.5 g***	231-479 mg	7-11 g	≥2.5 g***	≥480 mg	≥12 g
		≤ 2 g	≤ 230 mg	≤ 6 g						
Protein	Animal (beef, pork, poultry, sausage, deli meats, hot dogs, eggs) and plant proteins (nuts, seeds, veggie burgers, soy, beans, peanut butter)	≤ 2 g	≤ 230 mg	≤ 6 g	2.5-4.5 g	231-479 mg	7-11 g	≥5 g	≥480 mg	≥12 g
Dairy	Milk, cheese, yogurt	≤ 3 g	≤ 230 mg	0 g	3.5-6 g	231-479 mg	1-11 g	≥6.5 g	≥480 mg	≥12 g
Non-Dairy Alternatives	All plant-based milks, yogurts and cheeses	≤ 2 g	≤ 230 mg	≤ 6 g	≥2.5 g	231-479 mg	7-11 g	≥2.5 g	≥480 mg	≥12 g
Beverages	Water, soda, coffee, tea, sports drinks, non-100% juice products	0 g	0 mg	0 g	0 g	1-140 mg	1-11 g	≥1 g	≥141 mg	≥12 g
Mixed Dishes	Frozen meals, soups, stews, macaroni and cheese	≤ 3 g	≤ 480 mg	≤ 6 g	3.5-6 g	481-599 mg	7-11 g	≥6.5 g	≥600 mg	≥12 g
Processed and Packaged Snacks	Chips (including potato, corn, and other vegetable chips), crackers, granola and other bars, popcorn, jelly/jam	None			If a grain is the first ingredient, it must be a whole grain AND meet following thresholds:			≥2.5 g	≥141mg	≥7 g
					0-2g	0-140 mg	0-6 g			
Desserts	Ice cream, frozen yogurt, chocolate, cookies, cakes, pastries, snack cakes, baked goods, cake mixes	None			None			All desserts		
Condiments & Cooking Staples	Spices, oil, butter, plant-based spreads, flour, salad dressing,	Not ranked								

# Ordering & Delivery Procedures

Orders for First Fruits Market are accepted on Tuesdays and Thursdays. Coordinators will submit Tuesday's orders by 12 pm on the Thursday prior, while Thursday's orders will be placed by 12 pm on the preceding Tuesday. All orders will be processed through Ceres 6. The Sell-to-Agency number for First Fruits Market is PR-01-1374.

## Placing orders for Product thru Ceres 6.

- Click on New > Agency Order

The screenshot shows the Ceres 6 system interface. At the top, there is a section titled 'Actions' with a dropdown menu open for 'New'. The dropdown menu lists several options: 'Agency', 'Agency Order', 'Agency Invoice', 'AgencyCredit Memo', 'Cash Receipt Journal', and 'Deposit'. The 'Agency Order' option is highlighted. To the right of the dropdown, there are links for 'Order Status', 'Agency Order Invoicing', and 'Find entries...'. Further right, there are links for 'Agency - Order Summary', 'Outstanding Agency Order Aging', and 'Outstanding Agency Order Status'. Below the 'Actions' section, there is a 'Deposits' section with a card titled 'Deposits to Post' showing a value of '0'. To the left of the 'Deposits' section, there is a card titled 'Agencies - Blocked' showing a value of '4'. Below the 'Deposits' section, there is a 'User Tasks' section with a card titled 'My User Tasks' showing a value of '1'.

- A new agency order has been created.

## Agency Order

Process	Report	Release	Posting	Prepare	Order	Request Approval	Print/Send	Navigate	Actions	Related	Reports	Fewer options
Quote No. ....								Due Date .....				
Sell-to								External Document No. ....				
Agency Name ..... *								Your Reference .....				
Address .....								Assigned User ID .....				
City .....								Appointment Time .....				
State .....								Shopper .....				
ZIP Code .....								Shopper Name .....				
Contact No. ....								Order Modifications .....				
Contact .....								Order Version .....		0		
Sell-to Contact Phone .....								Status .....		Open		
Sell-to Contact Phone Ext. ....								Fund No. ....				
Shipment Date .....								Mobile Pantry .....		<input type="checkbox"/>		
Shipment Method Code .....								Exclude from WMS .....		<input type="checkbox"/>		
Location Code .....								ADCS Order .....		<input type="checkbox"/>		
Zone Code .....								Outstanding Picks .....		0		
Posting Date .....								Posted Shipments .....		0		

- On the General Tab: Enter the information needed: PR-01-1374 is for First Fruits Market

Agency No. .... PR-01-1374 ✓

Quote No. ....

Sell-to

- Posting, Order & Shipment date should be the same as the date you want the delivery.
- Shipment Method Code: click on drop down and choose if it is delivery or pickup (all FFM orders are usually delivery):



Process	Report	Release	Posting	Prepare	Order	Request Approval	Print/Send	Navigate	Actions	Related	Reports	Fewer options
<b>General</b>												
Agency No. .... PR-01-1374 ✓								Order Date .....		11/7/2024		
Quote No. ....								Due Date .....		11/7/2024		
Sell-to								External Document No. ....				
Agency Name ..... First Fruits Market								Your Reference .....				
Address ..... 2025 E Dakota Ave								Assigned User ID .....				
City ..... FRESNO								Appointment Time .....				
State ..... CA								Shopper .....				
ZIP Code ..... 93725								Shopper Name .....				
Contact No. .... RMCON-3833								Order Modifications .....				
Contact ..... Selma Sanchez								Order Version .....		0		
Sell-to Contact Phone ..... 559-237-3663								Status .....		Open		
Sell-to Contact Phone Ext. .... 1145								Fund No. ....				
Shipment Date ..... 11/7/2024								Mobile Pantry .....		<input type="checkbox"/>		
Shipment Method Code ..... DELIVER								Exclude from WMS .....		<input type="checkbox"/>		
Location Code ..... FBWHSE								ADCS Order .....		<input type="checkbox"/>		
Zone Code .....								Outstanding Picks .....		0		
Posting Date ..... 11/7/2024								Posted Shipments .....		0		



- Enter Shopper Name: Drop down and click on name.

Shopper:

- On the Lines Tab: Under type drop down click on ITEM.

Lines		Manage	Line	Order	Fewer options								
Type	No.		Item Reference No.	Description	Available Quantity	Location Code	Zone Code	Pallet No.	Lot No.	Quantity	Qty. to Asse to C		
→ Item	*			*	0								

- Under NO. enter the item number you want to order. If unknown, click on the drop down and it will bring up all the items in Ceres. Click on the item and it will fill in the information. If more than one item is being ordered repeat the same process.

Type	No.	Item Reference No.	Description	Available Quantity	Location Code	Zone Code	Pallet No.	Lot No.	Quantity
→ Item	:	FRS-1024	Assorted Produce	11,875	FBWHSE				*

- Under Quantity. Enter the number of cases or pounds you want to order. \*\*make sure you have “unit of measure” “ext. gross weight” & “pack size” on your ceres page view. This will help clarify when ordering if it is in lbs. or cases.

Quantity

5

AO-46151 - First Fruits Market

General														PR-01-1374		12/12/2023		Released	
Lines																			
Line • Functions • Order • New Find Filter Clear Filter																			
Project Code		Type	No.	Description	Available	Unit of Measure	Ext. Gross Weight	Pack Size	Location Code	Pallet No.	Lot No.	Quantity	Unit Gross Weight	Unit Fees	Line Amount	Line Tax			
FRUITS	Item	MEA-1621		Bristol Classic Luncheon Loaf	889	CASE	300	12/12 oz	FBWHSE			30	10	29.55	886.50				
FRUITS	Item	WLMT-0287		Queso Fresco Ranchero	53	CASE	1,431	12/35 oz	FBWHSE			53	27						
FRUITS	Item	WLMT-0246		Walmart-Assorted Produce	31,732	LB	1,000	By the Pound	FBWHSE			1,000	1						
FRUITS	Item	DAI-1018		Assorted Milk, Juice, Dairy and ...	1,620	LB	600	By The Pound	FBWHSE			600	1						
FRUITS	Item	PAS-1192		Spaghetti Pasta	350	CASE	420	20/1 lb	FBWHSE			20	21	18.63	372.50				
FRUITS	Item	MLS-1875		Alphabet Pasta (Canned)	467	CASE	240	12/141 oz	FBWHSE			20	12	14.11	282.25				
FRUITS	Item	DAI-1946		Eggs (Large)	431	CASE	980	15/1 dz	FBWHSE			35	28	60.75	2,126.25				
FRUITS	Item	WLMT-0234		Whole Milk 2%	25	CASE	675	6 1/2gal	FBWHSE			25	27						
FRUITS	Item	RIC-1073		ABRIC- Jasmine Rice	93	CASE	546	8/5 lbs	FBWHSE			13	42	78.44	1,019.69				
FRUITS	Item	FRS-1024		Assorted Produce	139,941	LB	597	By The Pound	FBWHSE			597	1						
FRUITS	Item	NMP-0033		Watermelons	41,430	LB	1,240	By The Pound	FBWHSE			1,240	1						
FRUITS	Item	NMP-0226		Butterhead Lettuce	630	CASE	1,440	6/pkg Trays	FBWHSE			360	4						
FRUITS	Item	NMP-0011		Oranges/Mandarines	9,732	LB	700	By the Pound	FBWHSE			700	1						
FRUITS	Item	WLMT-0246		Walmart-Assorted Produce	29,332	LB	1,400	By the Pound	FBWHSE			1,400	1						
FRUITS	Item	NMP-0019		Tomatoes	1,700	CASE	37,500	25lb Bulk	FBWHSE			1,500	25						
FRUITS	Item	CON-1860		Mike's Amazing Real Mayonnaise	513	CASE	216	12/22 oz	FBWHSE			12	18	44.85	538.20				
FRUITS	Item	FFM-0004		FRUITS/VEGETABLES - (Canned, D...	190	LB	190	By the Pound	FBWHSE			190	1						
FRUITS	Item	WLMT-0245		Walmart- Meats (Frozen)	8,224	LB	1,500	By the Pound	FBWHSE			1,500	1						
FRUITS	Item	CON-1859		Turbinado Cane Sugar	339	CASE	1,170	12/32 oz	FBWHSE			45	26	42.00	1,890.00				
FRUITS	Item	BRD-1290		Jack & The Beanstalk All Purpose...	633	CASE	910	6/32 oz	FBWHSE			70	13	15.90	1,113.00				
Total Grants Applied					Total Gross Weight			Total Incl. Tax (USD)			Total Incl. Tax less Total Grants Applied								
					0.00			53.055			8,228.39								
											8,228.39								

## Items that are OFF Limits for FFM to Order:

- All Gloves
- All Boxes
  - Groceries to go Boxes.
  - Senior Boxes
  - Drought Food Boxes
  - ERHC Boxes
  - Pre-Assembled Food Boxes
- All Backpack Product
  - Backpack Program Bags
  - Applesauce (Backpack Program)
  - Kirkland Chicken (Backpack Program)
  - Cooked Sticky White Rice (Backpack Program)
- All USDA products
  - Any item numbers starting with USDA-xxxx
  - Any item numbers starting with CCC-xxxx
- All Diaper Grant products
  - Any item numbers starting with DBP2-xxxx

After the order has been finalized and submitted, add each order to the FFM Ordering Process Excel spreadsheet, which can be found on the First Fruits Market P-Drive.

## Budget

First Fruits Market has a monthly food budget of \$30,000. It is each coordinator's responsibility to ensure they stay within this budget. To track monthly spending, coordinators should use the FFM Ordering Process Excel spreadsheet.

MONTHLY ORDERS: October 2024												
Holidays/Closure:												
First Fruits Market												
AO	F1/F2	R4	R3	R2/R1	TU/12/T3	Bread	FFM Direct	Submitted	Delivery	Cost	Notes	Initials
AO-52747	Whole chicken-10 cases, Whole chicken wings-28 cases	Tortilla-10 cases, milk-20 cases	Rice pudding-20 cases, once upon a farm-30 cases	Assort produce-2500 lbs, Strawberries-50 cases, Plums-18 cases	Oranges-500 lbs, Corn-750 lbs, Lemons-10 cases	500 lbs	Bev-500 lbs	26-Sep	1-Oct	\$3,278.85	No eggs, no assort snacks	SW
AO-52862	none	Tortilla-10, Egg-20 MILK 1% 2% 10 each	Assorted MILK, Juice, Dairy-700 lbs, DA-1987-35 cases, WLMT-0004 500lbs	FRS-1024-2500 LBS, NMP-0359-2500 LBS	Oranges/Mandarin-500 lbs	700 lbs	Bev-700 lbs, COM-1060	1-Oct	3-Oct	\$3,462.25	WLMT Meat is out	SS
AO-52878								3-Oct	8-Oct	\$3,340.93		SW/SS
AO-53072	WLMT Meat 100 lbs	Tortilla-15, Milk 2% (5) and 2% (3)	Greek Yogurt, Orange Juice, Assorted dairy	2,500	2,500	700 lbs		8-Oct	10-Oct	\$3,424.22	No eggs	SS
AO-53147	Wint meat-1000 lbs	Mixed foods-1000 lbs, tortilla-10 cases		2500	2500	500	Assort snack-1000, Retail-500, bev-500	10-Oct	10/15/2024	\$3,201.18	No eggs	SW
AO-53272	Wint Meat - 1000	Mixed Food-700, Tortilla-15, Deli-10218-500	1% milk-10	2500	2500	700	Bev-836, Target-1000	15-Oct	17-Oct	\$4,655.78	No eggs	SS
AO-53336	Wint meat-1000	Mixed Food-1000 lbs, Tortilla-10	1% milk-10	2500	2500	500	Target-750, Retail-500, bev-464	17-Oct	10/22/2024	\$4,618.55		SW
								22-Oct	24-Oct			
								10/24/2024	10/29/2024			
								10/29/2024	10/31/2024			
										\$25,981.76		
							\$14,018.24					

# Receiving Product

## Before the Truck Delivery:

- Clear out the back stockroom to create as much space as possible for new inventory.
- Remove the existing items from the walk-in and follow the FIFO (First In, First Out) method.
- Organize and restock the store shelves with products already in stock to maintain FIFO.
- Wipe down all shelves in the storefront and consolidate products to maximize space.

## During Truck Delivery:

- Guide the driver on where to place the new pallets.
- Instruct the volunteers to prioritize frozen foods first, as these need to be moved directly into the store due to FFM's lack of freezer storage.
- Place all new pallets in the walk-in and back stockroom, then replace the previously stored items.
- For assorted pallets on a Thursday delivery, divide the items evenly to ensure there is enough stock for Saturday's market day.
- If anything is bad, send back to CCFB on truck, if possible.

## After Truck Delivery

Coordinators must enter all received items into Pantry Soft. When items arrive from the warehouse, it is essential to log them into Pantry Soft to ensure the inventory can be accurately tracked.

## PantrySoft SOP's:

### Inventory Management – Item Creation:

Items for PantrySoft must be created each time a new item number is ordered from the primary warehouse in Ceres. As an example, if CON-1785 was ordered from Ceres, but this item does not exist in PantrySoft with the same pack size, and cost, you must create the item in PantrySoft before receiving inventory.

- Take Agency Confirmation and Pick Ticket provided by Inventory team.
- Review all items on order and ensure that they are added to PantrySoft.
- Example: CON-1803
  - Name: Perfect Pinch Vegetable Seasoning
  - Item Number: CON-1803
  - Item Type: Condiment (the type is up to you to decide)

- Unit: Will be EACH - Unless the product is stored by the pound/lbs in Ceres. If so, then choose 'Pounds' as the Unit.
- Value/Unit: For purchased items calculate this by taking the cost of one case and dividing it by the units per case. You are trying to get the cost of one unit here. The cost per case will come from the Agency Confirmation printout.
- Weight/Unit: From the pick ticket calculate the weight for each item by taking the Unit Weight and dividing it by the number of units per pack.
- Reorder Threshold: Threshold is determined per item, based on the quantity that is typically stored/kept at the market. For example, if we plan to keep a max of 100x CON-1803 at the market, the reorder threshold should be around 25% of 100. (this will be up to you to determine)
- Show: Check off "Active", "Visit", and "Kiosk".
- Limit Per Visit by Household Size: Limits the item quantity available to the shopper based on their household size in their neighbor card.

Pantry ▾ Inventory ▾ Reporting ▾ Setup ▾ Support ▾

Tristan Langstaff ▾

EDIT INVENTORY ITEM

DELETE
SAVE AND EXIT

Name \*

Perfect Pinch Vegetable Seasoning

Item Number \*

CON-1803

Item Type \*

Condiment

Unit \*

Each

Value/Unit \*

\$ 0.00

Weight/Unit \*

0.22

Reorder Threshold \* ⓘ

150.00

Show:
☒ Active
☒ Visit
☒ Kiosk

Limit Per Visit By Household Size

Size	Limit for All Items in This Type	Default Limit for Each Item in This Type
(1 - 1) Single	∞	+
(2 - 3) Small	∞	+
(4 - 8) Family	∞	+
(9 - 99) Large	∞	+

Picking List  
Community Food Bank

Order already on site  
Donated  
Purchased

8/14/2023 11:18 AM  
Page 1  
CFBFRESNO/DARTEAGA

Whse Act  
Location Code  
No.

FBWHSE  
PCK-40599

Agency No.  
Agency Name  
Shipment Method Code  
Appointment Time

PR-01-1374  
First Fruits Market  
DELIVER 12 pm

COPY



Source No. / Line No.	Shipment Date	Item No. / Zone or FBC	Description / Description 2 / Pack Size	Pallet No.	Lot No.	Bin Code	Unit / Total Wt.	Qty. UOM (Base) Code	Qty. Handled
AO-43000 10000	8/15/2023	CON-1803 DRY	Perfect Pinch Vegetable Seasoning 72/2.75 oz	P23-21786	L23-36532	01-04-31-A	16 32	2 CASE	2 31-08

## CON-1803 - Perfect Pinch Vegetable Seasoning

### General

No.:	CON-1803	Quantity on Hand:	0
Description:	Perfect Pinch Vegetable Seaso...	Qty. on Purch. Order:	0
Description 2:		Qty. on Donation Order:	0
Pack Size:	72/2.75 oz	Qty. on Picks:	0
Base Unit of Measure:	CASE	Qty. on Whse. Entries:	0
Gross Weight:	16	Qty. on Agency Order:	0
Shopping List:	<input checked="" type="checkbox"/>	Qty. on Hold for AE:	0
Shelf No.:		Blocked:	<input type="checkbox"/>
Automatic Ext. Text:	<input type="checkbox"/>	Allocation Group No.:	CON-1803
Item Category Code:	CON	Feature Type:	
Product Group Code:		Length (Inches):	0
Eaches per Base UOM:	75	Width (Inches):	0
CMobile Related:	<input type="checkbox"/>	Height (Inches):	0
Dormant:	<input type="checkbox"/>	Cubic Feet:	0
<b>Nutritional Analysis Not Complete</b>		Cube Density:	0
Search Description:	PERFECT PINCH VEGETABLE S...		

### Distribution

Costing Method:	Standard	VAP Fee (\$):	0.00
Cost is Adjusted:	<input type="checkbox"/>	Unit Fees:	0.00
Cost is Posted to G/L:	Yes	Value Item By:	per Lb
Standard Cost:	0.00	Gen. Prod. Posting Group:	DON
Unit Cost:	0.00	Inventory Posting Group:	DON
USDA Value:	0.00		

## Inventory Management - Receiving:

Once confirmed that all Items on the Agency Order are created in PantrySoft, you can begin processing your receipt.

- In PantrySoft go to the Inventory tab drop-down menu and select 'Receives'
- Click Add New Receive in the upper right.

**PANTRY SOFT** Pantry - Inventory - Reporting - Setup - Support - **A Z** Tristan Langstaff

### INVENTORY RECEIVES

**ADD NEW RECEIVE**

From: All To: All

Start Date \* 8/13/2023 End Date \* 9/12/2023 **FILTER DATES**

Show 100 Entries Search:

Receive Type	From	To	Time	Comment
--------------	------	----	------	---------

**PANTRY SOFT** Pantry - Inventory - Reporting - Setup - Support - **A Z** Tristan Langstaff

### EDIT RECEIVE

**DELETE** **SAVE AND EXIT**

**Receive Type** RECEIVE

**Inventory Sources** \* Central California Food Bank

**To Location** First Fruits Market

**Receive Time** 8/25/2023 08:27 AM

**Comment**

---

#### Inventory

1.00 Add Item By Code

#### Add Item Group

Select Item Group To Add Quantity 1 **CANCEL** **ADD GROUP**

#### Add Item

Select Item To Add Perfect Pinch Vegetable Seasoning Quantity 144 **CANCEL** **ADD ITEM**

Unit Value	Unit Weight	Total Value	Total Weight
0.00	0.22	0.00	31.68



- Confirm the weight total's match or are within acceptable deviation? Need sample from last page of pick ticket for comparison

**CANCEL**
**ADD GROUP**

---

Add Item

Select Item To Add ⓘ

Quantity

-

+

Comment

Unit Value  

0.00

Unit Weight  

0.00

Total Value  

0.00

Total Weight  

0.00

**CANCEL**
**ADD ITEM**

### Inventory Management – Trash/Dump:

Follow the below procedure to process Trash or Dump's.

- In PantrySoft, access the Inventory drop-down menu and select 'Management'
- A new management action is created.
- Transaction Type: Trash

- Item Type: All
- Comments: Enter comments related to the trash/dump management
- Time: Date and Time management action was created
- Source Location: First Fruits Market
- Source Bin: None (leave blank)
- Browse through the Source Inventory list that is populated for the item you need to dump.
  - Enter the quantity to dump in each.
- Once complete, click 'Move Quantities'

PANTRY

SOFT

Pantry

Inventory

Reporting

Setup

Support

A

Tristan Langstaff

INVENTORY MANAGEMENT

RESET

MOVE GROUPS

MOVE QUANTITIES

Transaction Type

Trash

Item Type

All

Comment

Time

9/12/2023 12:19 PM

Source Location

First Fruits Market

Source Bin

(No Bin Selected)

1.00

Add Item By Code

Filter By Item Name Or Number

Source Inventory

Trash

#	Item	Quanti	Quantity	Comment
BRD-1263	Tortillas (Corn)	0		
DAI-1698	Eggs (Large)	0		
MEA-1511	Chicken Drumsticks	0		
MEA-1575	Whole Chickens	0		
CON-1729	Enchilada Sauce	0		

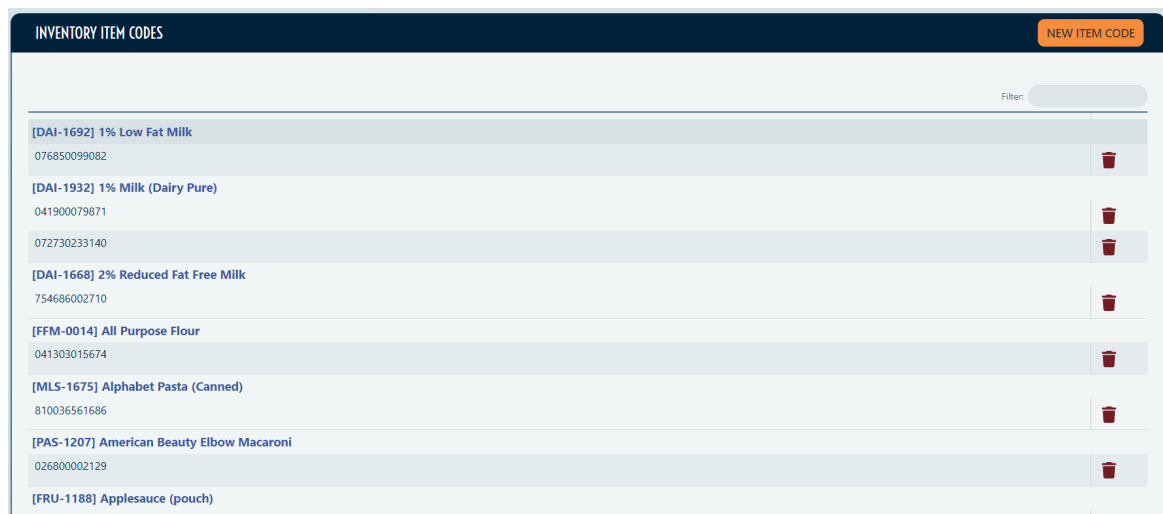
## Creating Item Codes in Pantry Soft

For items that are received that are not divert and/or in the refrigerator, freezer or produce need to have a code in PantrySoft to scan when checking out a neighbor. \*\*You cannot add a code before you add the item to PantrySoft. The item needs to be added into Pantry Soft first.


- In PantrySoft go to the Inventory tab drop-down menu and select 'Item Codes





- Click Add New Item Code in the upper right.



- Find the item you want to create the code for and select it. Then under Code Number add the barcode number that is directly on the item label. Click save and exit and the item code will be added to that item.





ADD ITEM CODE



---

*Inventory Item \**

[BRD-1263] Tortillas (Corn)

*Code number \**

---

SAVE AND EXIT

CANCEL

# Food Safety Guidelines

Improper food handling and preparation can be extremely dangerous and may lead to illness or even death. First Fruits Market follows a strict food safety standard to reduce the risk of clients getting a food-borne illness, which can affect their health and ability to care for themselves or their families. Safe food handling practices include storing food at the right temperatures and protecting it from contamination, pests, theft, or tampering. If food is not kept safe, we are not truly feeding the people in our communities.

## Food Storage

- Food should be kept in a clean storage space, free from dirt, bacteria, pests, and other contaminants.
- The storage area for non-perishable food should be maintained at a temperature between 50°F and 70°F. Ensure that the area is temperature-controlled and allows for proper air circulation. A thermometer must be present to monitor the temperature.
- Food Bank food is secondary market food and will expire quickly. FIFO, first in-first out product rotation.
- Product must be kept off the floor, at least six inches off the ground, and four inches away from the wall, and 4" from the ceiling by utilizing shelving, tables or pallets.
- The storage area should be orderly and organized in a manner conducive to efficient distribution and product rotation.
- Baby food and formulas should NOT be distributed after the expiration date. All baby food and formula products that are beyond date of expiration should be discarded and not distributed to clients.
- All household products and cleaners should be stored in an area separate from food and distributed separately from food items.

## Temperature Control

### The Danger Zone

Temperatures between 41°F and 140°F are classified as the danger zone for food safety. Within this range, bacteria can multiply rapidly, potentially doubling in number every twenty minutes.

Many items donated from food donor sites—such as baked goods, dry and canned products, and whole fruits and vegetables—do not require temperature control and can be safely stored at room temperature.

However, foods that are susceptible to spoilage in the danger zone, including cut fruits and vegetables, meat, dairy products, frozen foods, and prepared items, require your agency to implement measures to ensure that the donated products remain safe for consumption as they are transported to your site.

## Temperature Logs

There is a binder for our daily temperature logs. Please make sure to take and record the temperatures of all refrigerators and freezers at FFM. Temperatures should be checked first thing in the morning and again before you leave at the end of the day.

## Sanitation

Keeping equipment and work surfaces clean is vital for food safety and preventing bacterial contamination. It is important to implement effective cleaning and sanitizing practices. For handwashing, the nearest sink is in the City Center Lobby. First Fruits Market has a cleaner who comes for deep cleaning after market days on Wednesday, Friday, and Saturday. Daily cleaning and sanitizing practices should be performed each day.

## Good Personal Hygiene

### Handwashing:

HANDWASHING IS ESSENTIAL FOR MAINTAINING PROPER PERSONAL HYGIENE. Follow these steps to ensure you are washing your hands correctly:

1. Wet your hands and arms thoroughly with warm running water.
2. Apply soap and scrub your hands and arms vigorously for at least 20 seconds. Be sure to clean under your fingernails, between your fingers, the backs of your hands, as well as your wrists and forearms.
3. Rinse your hands and arms thoroughly with warm running water.
4. Dry your hands and arms using a single-use paper towel. Do not use your clothing to dry them.

Handwashing should be done before starting work, after touching clothing, hair, face, or body, after using the restroom, eating or drinking, and before putting on gloves to begin a task.

### Hand Care Guidelines:

**Antiseptics:** Hand sanitizer can be used to reduce pathogens on your hands but **does not replace handwashing!** Always wash your hands first, and then use sanitizer if needed. Allow the antiseptic to dry completely before touching food, equipment, or putting on gloves.

**Gloves:** Gloves help prevent the spread of pathogens when used correctly. Always use **single-use gloves** when handling food, ensuring they are neither too tight nor too loose. Never blow into gloves to put them on! Do not rinse, wash, or reuse gloves. Always wash your hands before putting on gloves for a new task.

**\*\*** If gloves or hand sanitizer are unavailable, please inform one of the coordinators immediately.

## Pest Control

First Fruits Market has a pest control service scheduled to come every Wednesday. If you notice any pest infestation, please report it, and arrange for an earlier visit if necessary.



Pest Control Information (also located in CSI Exterminator Binder inside First Fruits Market)

### **CSI Exterminators**

Jason Belbeck, Supervisor – Office Number: (559) 294-1779

Cell Number: (559) 304-7101

Email: jbelbeck@csiexterminators.com

#### **Recommendations for Pest Prevention**

- The food storage area must be maintained in a clean and debris-free condition, ensuring that all stored products are properly sealed.
- Conduct weekly inspections of the food storage area for any signs of pest infestation.
- First Fruits Market has non-toxic pest control devices positioned around the storage area and in the storefront, installed by a professional pest control service.
- Food should be stored at least 6 inches off the ground and 4 inches away from the walls and ceiling.

#### **Recommendations for Pest Infestations**

- Examine the food storage area to identify the type of pest and report your findings to Pest Control immediately.
- Food products should be removed from the storage area if there is a risk of exposure to toxic pesticides during treatment.
- Inspect store products for any signs of damage or infestation once pest issues are confirmed and discard any damaged items.

# Expiration Dates

Inside First Fruits Market, you will encounter products with different code dates. A date that has passed does not necessarily mean the item should be discarded and is no longer safe for consumption. The only product that must be discarded if not used by its expiration date is baby food and infant formula. For all other products, refer to the definitions below to help you decide whether to keep or discard them.

**“Best if used by”** – This date is provided by manufacturers to indicate when the product is expected to be at its highest quality. While the item is still safe to consume after this date, it may not offer optimal nutrition or taste. For instance, a box of cereal labeled “best if used by 6/25/11” can be eaten for several months beyond that date, though it might taste less fresh and could be slightly stale.

**“Sell By”** – This date suggests the last day the retailer should sell the product, assuming it will be stored at home for a few days after purchase. You will often see “sell by” dates on dairy products and other perishable items.

**“Expiration date”** – This term applies specifically to baby food and infant formula. Once this date passes, the nutritional quality of these products cannot be guaranteed. Since baby food and formulas are crucial for infants' nutrition, any decline in quality can adversely affect their growth and development.

Therefore, all baby food and infant formulas must be discarded on their expiration date. According to the Health Department, it is illegal to sell or distribute baby food items past this date.

**“Pack Date/Code Date”** – This shows the date when the product was packaged, but it does not specify a timeframe for when the product should be consumed.



# Food Safety Tips

Your health is important to us!



## "use by"

The last date recommended for the use of the product while at peak quality. **It is not a safety date.**

## "sell by"

Tells the store how long to display the product for sale for inventory management. **It is not a safety date.**



Indicates when a product will be of best flavor or quality. **It is not a purchase or safety date.**

Indicates that it is **not safe for distribution or consumption** (such as medicines, baby food, and baby formula)



## "best if used by"

## "expires"



- Food manufacturers use different date codes to ensure that consumers receive their product at peak quality. Once a product is past code date, many manufacturers donate it to food banks. Food Bank staff monitors this food to ensure that the quality remains good.
- Many canned and boxed products are safe to eat long after the date on the container, and the shelf life of refrigerated and frozen foods can be extended if they are handled properly. Once a perishable item is frozen, it doesn't matter if the date expires - foods kept frozen **continuously** are safe indefinitely, though the quality slowly deteriorates over time.

# CVS Health Zones

First Fruits Market serves as the central hub for the CVS Fresno Health Zones. In partnership with CCFB, additional organizations working to support the community include Diana Jensen Consulting Services, Fresno Mission, Family Healthcare Network, CASA, and Centro La Familia.

What is a Health Zone?

- A health Collaborative
- Nutrition, wellness, healthy food access, education
- Mental Health
- Physical Health/ physical activity & healthy movement
- Prevention services emphasized
- Early intervention emphasized
- On site medical services at food distributions
- Leveraging existing services, co-location
- CVS corporate at the table
- A public/private partnership
- CVS product donation; free reduced priced meds

City Center Collaborative

The Central California Food Bank (CCFB) / First Fruits Market (FFM) is partnering with other organizations in City Center to develop a Referral Pathway aimed at supporting individuals in need. The goal of this collaboration is to create a seamless referral system where individuals can visit one of these organizations, express all their needs, and be referred to additional services within the network. This initiative is in its early stages, and CCFB/FFM is committed to working with the involved organizations to refine and improve the process. Currently, participating organizations include Fresno Mission, Family Healthcare Network, CASA, and Centro La Familia, with plans to expand and collaborate with other City Center organizations in the future.

Diana Jensen Consulting Services

Central California Food Bank has contracted with Diana Jensen at Diana Jensen Consulting Services to help us with the CVS Health Zone Project.

# Volunteer & Work Force Development

First Fruits Market will have support from volunteers, workforce development participants, and College Corps Fellows. They will assist in daily pantry operations, including but not limited to completing assigned daily operation tasks and responsibilities, including restocking pantry items, inventory management, and coordination of intake and checkout processes. Everyone is expected to provide superb customer service and adhere to safety, quality and food safety standards set by Central California Food Bank.

## Pantry Hour Shifts

Wednesdays	Fridays	Saturdays
7:30 AM – 10:30 AM	7:30 AM – 10:30 AM	7:30 AM – 10:30 AM
10:00 AM – 1:00 PM	10:00 AM – 1:00 PM	10:00 AM – 1:00 PM
12:30 PM – 3:30 PM	12:30 PM – 3:30 PM	12:30 PM – 3:30 PM

## Inventory Replenishment Shift

Tuesdays	Thursdays
10:30 AM – 1:30 PM	10:30 AM – 1:30 PM
1:00 PM – 3:30 PM	1:00 PM – 3:30 PM

## Desired Skills/Abilities and Other Requirement

- Must be 15 years or older.
- Bilingual (Spanish/Hmong/other) strongly preferred.
- Customer service to the public is strongly preferred.
- Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds.
- Experienced in the use of appropriate computer software, including Microsoft Office Suite.
- Knowledge of sanitary food safety, storage, and handling guidelines preferred.

## Physical Requirements

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this position. Reasonable accommodation will be made in accordance with ADA to enable individuals with disabilities to perform essential job functions.

This position is located at a grocery store or training environment. While performing the job duties of this position, the individual is regularly required to sit, talk, and hear. The individual frequently is required to stand, walk and/or reach with hands and arms. The individual must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the

ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person.

### Sign-In and Out

Upon arriving at FFM, volunteers, WFD, and College Corps Fellows are required to sign in at the tablet located at the Check Out table. Volunteers, WFD, and College Corps Fellows will check in with the appropriate staff member and will receive an FFM apron. Volunteers, WFD, and College Corps Fellows are required to clock out of their shift.

### Volunteer Shift Schedule for Pantry days

The FFM coordinators will create a daily Excel spreadsheet to schedule volunteer placements. Typically, we need one volunteer at the welcome table, four volunteers at registration, one to assist with the carts, two at the pre-bagged produce table, and four at the checkout (two cashiers and two baggers).

**\*\*The Volunteer shift schedule excel spreadsheet can be found on the p-drive under the First Fruits Market Folder.**

First Fruits Market Volunteer Shifts					
7:30 am-10:30 am		10:30 am-1:30 pm		1:00 pm- 3:30 pm	
Welcome Table		Welcome Table		Welcome Table	
Registration		Registration		Registration	
Registration		Registration		Registration	
Registration		Registration		Registration	
Registration		Registration		Registration	
Cart Collection		Cart Collection		Cart Collection	
Aisle 1-2		Aisle 1-2		Aisle 1-2	
Aisle 3-4		Aisle 3-4		Aisle 3-4	
Aisle 5-6		Aisle 5-6		Aisle 5-6	
Pre-Bag Produce		Pre-Bag Produce		Pre-Bag Produce	
Pre-Bag Produce		Pre-Bag Produce		Pre-Bag Produce	
Cashier		Cashier		Cashier	
Cashier		Cashier		Cashier	
Bag for Cashier		Bag for Cashier		Bag for Cashier	
Bag for Cashier		Bag for Cashier		Bag for Cashier	
Replenishment		Replenishment		Replenishment	
Replenishment		Replenishment		Replenishment	
Replenishment		Replenishment		Replenishment	
Replenishment		Replenishment		Replenishment	
Replenishment		Replenishment		Replenishment	

**Stay Inside:** For safety and efficiency, all volunteers must remain inside the premises throughout their shift. Leaving the designated area without prior approval is not permitted.

**Equitable Work Distribution:** Tasks will be assigned based on your skills, comfort level, and the needs of the market. We aim to match each volunteer with duties that align with their abilities and experience, ensuring a fair and balanced workload.

**Breaks and Lunch:** *Lunchtime will be announced at the beginning of each shift.* Please take your breaks accordingly, and remember to stagger lunch breaks to maintain continuous coverage. We will provide water, and if necessary, a break or lunch. Feel free to ask for assistance if you need a break or feel overwhelmed.

**Respect for Time:** We value your time and commitment. Please inform us immediately if you need to leave early or if you encounter any issues. We strive to ensure no volunteer is left in a compromising position.

**Training and Support:** Our team is here to train and support you. Don't hesitate to ask questions or seek guidance. Your growth and comfort are important to us.

**These guidelines are in place to ensure a safe, efficient, and professional environment. Thank you for your invaluable contribution to the success of First Fruits Market. Together, we make a difference!**

### Central California Food Bank Volunteer Services Team:

Volunteer Services Manager –  
Volunteer Services Coordinator – Te'Shikia Coleman Pierce



# Positions and Tasks at First Fruits Market

## 1. Welcome Table (Numbers/Morning Greeter):

**Setup:** Set up table with CCFB/First Fruits Market tablecloth, scan to register QR code and instructions, and other printed resources that the coordinators have provided. Set out First Fruits Market A-Frames and ensure that they are visible to traffic.

**Welcome and Instructions:** Greet neighbors as they arrive and provide a friendly welcome. Explain the pantry process, any special instructions, and the importance of following the order.

**Group Number Distribution:** Hand out laminated group numbers to neighbors in order of their arrival. Ensure they understand that these numbers determine their place in line.

**Communication:** Provide clear announcements about the distribution schedule, estimated wait times, and any updates or changes.

**Document and Record:** Keep a record of the distributed numbers and make note of any incidents or issues that arise during the line management process.

**Walk-in Line Management:** Once the initial rush subsides, we can accommodate walk-ins at a slower pace to ensure everyone receives the attention they deserve.

**Script:** Good morning! When you arrive, you'll receive a group number along with an estimated check-in time. This helps us manage the line and indicates when you can expect to be checked in. When you hear your group number, it's your turn to register. In the meantime, feel free to take a seat in the living room, or you can leave and return around your estimated time—just be sure to bring your group number with you!

## 2. Registration (Kiosk)

**To participate, neighbors must register and check in. Neighbors can use either a kiosk or a QR code for this process. All neighbors, whether new or returning, need to visit the kiosk. Everyone is required to check in each day they shop in the market.**

**Information Needed:** Gather essential participant details, including names, addresses, and household sizes. One account per household and they must be 18 or older for data collection consent.

**Database Entry:** Enter or update participant information in the pantry soft registration system.

**Maintain Privacy:** Handle personal information discreetly and respect participants' privacy.

**Estimated Entry:** Follow schedule and call one group (10 neighbors) up at a time to register.

**Team Communication:** Coordinate with other team members to ensure a seamless transition for participants from registration/lobby to First Fruits Market.

### ➤ Registration (Kiosk)

**Greeting:**

Good morning, and welcome to Fresh Fruits Market. How are you doing today?

Is this the neighbor's first-time shopping with us? (if yes, they will need to register if they haven't registered already).

There are two ways to register.

- a. By iPad
- b. Using QR Code on a mobile device



After they register, check them in for the day.

Everybody needs to check in.

Select New Visit to check in.

- If it is not their first time, they do not need to re-register them, but they will need to check in. They will need to input their first and last name to find their account. Select New Visit to check in. (you can use name, phone number, or address to find neighbors account).
- After they are done registering and checking in, they may have a seat where we'll explain the grocery shopping process.

### Step by Step on Registering a Neighbor on the Kiosk:

1. Click the New Client button.
2. Fill out as much as possible for the neighbor, making sure everything with a red asterisk is filled out. (if neighbor does not have an address, have them click the no fixed address box, it will eliminate them from having to add an address)
3. The neighbor will sign at the bottom of the page and click save and exit and the top of the page.
4. After the neighbor's profile is created, have them click new visit to check them in the market for the day.

**\*\* If there's a language barrier, you can switch the language on PantrySoft, allowing neighbors to complete the registration form on their own.**

### ➤ Registration (Announcement)

Once the group is checked in and sitting in the waiting area, explain how the market works and updates, while waiting for enough carts for the group to enter the market.

## Script:

**Thank you for waiting so patiently to enter the market. Whether this is your first visit or you're returning, we're thrilled to have you with us again.**

## UPDATES:

1. **Parking Lot Construction:** The front parking lot is under construction, and we will be using the back entrance until further notice. Please continue to park on Clark St.
2. **Cart:** If you brought your own basket, kindly store it inside, and for those who did not, please keep in mind that our store carts cannot leave the building, and our volunteers are also not able to leave the building.
3. If you have your own bags, please wait to bag your items until the end as we are counting all items.
4. We kindly ask each visitor shop for themselves and **one additional person only**. This helps maintain the flow of the store and ensures fairness for all. We request one cart per household for **15 items at a time**.

## Now for your shopping experience:

**As soon as you start shopping, start counting your items to ensure you don't have any more or less than 15 items. Please place your 15 items on top of cart, and fruits and vegetables on the bottom please.**

**Please help our volunteers at the produce counting table by HANDING THEM YOUR PRODUCE. They are bending down for extended period and appreciate your consideration.**

**Item Selection:** You will be able to select up to 15 items. You may select the same item for a maximum of two times, e.g., two cereals but not more. Each cereal counts towards your 15-item limit.

**Fresh Fruits and Vegetables:** We encourage you to eat **fresh fruits and vegetables** all year round. As a choice pantry, it is up to you to decide how many fruits and vegetables you take home to your family. Kindly consider other waiting neighbors and take only what your family requires.

Today what is different will be:

**Starbucks:** An additional bonus to your shopping experience. You can mix and match \_\_\_\_ items.

### ➤ Registration (Collecting Numbers)

- Call up one group at a time using the provided microphone. Verify each group number given to ensure it matches the one you called. Keep the neighbors from the group in line and send one neighbor at a time to the kiosk to register.
- Update the group number on the "Now Serving" sign each time you call a new group.
- Ensure the pathway is clear.

### 3. Aisle 1-5

**Inventory Management:** Organize pantry shelves and displays, ensuring items are accessible and well-stocked. Restock as needed.

**Check Expirations:** Dates are printed voluntarily on food items but are not required by the Federal Government. **Freshness does not mean safety.** These items will remain safe to eat if stored and cooked properly.

**Cleanliness:** Maintain a clean and organized shopping environment by tidying shelves and cleaning spills.

**Line Control:** Help control and give directions to help where the line is supposed to form inside the market.

**\*\*Guidance:** Assist participants in staying within their 15-item limit, enhancing their shopping experience and eliminating confusion. If you see a neighbor with more than 15 items or three of one item gently remind them of our limits and offer a solution.

#### **4. Cashier (Baggers)**

**Transaction Processing:** Count the total number of items selected by neighbors, and if the limit of 15 is exceeded, ask what items are of higher importance to them. Place returned items on utility cart.

##### **Pantry Soft:**

1. Begin by asking the neighbor for their name, phone number, or address to find their account.
2. Edit Grocery Shop Visit with today's date. If they did not check in at registration select new visit.
3. Add items selected by either typing or scanning product. Some items may need to be weighed and/or counted.
4. Once all items have been added sign, save and exit.
5. Bag neighbor's items.

**Cleanliness:** Maintain a clean and organized counter by sanitizing and ensuring returned items are restocked.

**Express Gratitude:** Extend appreciation to neighbors and wish them a pleasant day as they conclude their visit, leaving a positive impression.

#### **5. Stocking (Pantry Restock)**

**Unpacking and Sorting:** Receive shipments and unpack products. Organize items for easy access, ensuring that they are sorted by category.

**Restocking Shelves:** Regularly check and replenish items on the pantry shelves to ensure they are well-stocked and neatly arranged.

**Checking Expiration Dates:** Dates are printed voluntarily on food items but are not required by the Federal Government. Freshness does not mean safety. These items will remain safe to eat if stored and cooked properly. Remove moldy spoiled products by placing them in a designated area for disposal.

**Maintaining Cleanliness:** Keep the stockroom and storage areas clean and organized, removing any debris and separating **cardboard, plastic, and compost.**

**If neighbors have questions, here's what they can expect:**

- **Registration Required:** Answer a few questions to create your primary household account, helping us track our impact.
- At First Fruit Market, you can choose up to **15 items** to take home. You have the flexibility to select any item you like, and if you really love something, you can even choose it twice, if it stays within your total limit of 15 items. Plus, there is **no limit to how much fresh produce you can take.**
- You can grocery shop **15 days after each visit**
- The premise of a **choice food pantry** is to allow people seeking food assistance to choose for themselves what products they receive. Many client-choice pantries resemble small grocery stores with products arrayed on shelves in coolers/ freezers.
- Instead of receiving pre-packaged food boxes, neighbors can choose the items they prefer or need based on their dietary requirements, cultural preferences, or personal

#### 6. Cart Control

Assist neighbors by placing their shopping carts inside the market, ensuring the area remains clear. (Note: Only neighbors' shopping carts should be inside, with a limit of two groups at a time.)

Support neighbors at checkout by placing their items on the counter, allowing the cashier to begin scanning.

Help neighbors transfer their items into their carts, if needed.

Return FFM shopping carts to the designated line, ensuring they are ready for the next group to use.

# Q & A's For Volunteers to Know

Questions	Answers
What is City Center?	City Center, a visionary 9-acre campus, is set to revolutionize crisis intervention with over 180,000 square feet of purpose-built facilities, serving as a unified gateway towards recovery. This groundbreaking endeavor showcases a range of amenities, including multiple co-working office spaces designed to accommodate over 15 diverse organizations.
What is First Fruits Market?	A Central California Food Bank program that allows neighbors to browse items and choose what they want to bring home. <b>Registration and Check-In / Check-Out are required.</b>
What are the hours of operation?	Wednesdays / Fridays: 8:30 AM – 12:30PM Saturdays: 8:30AM – 2:30PM
What is the address?	City Center 2025 E Dakota Ave. Fresno, CA 93726 Main cross streets: Dakota between Blackstone and Fresno
How many times can neighbors access the market?	Grocery Shopping visit: <b>up to 2x/month</b>
What is a "Grocery Shopping" Visit?	Neighbors can choose up to 15 items, max of 2 of any item. Fresh produce is unlimited and up to 5 Starbucks items. Limit of 2 Grocery Shopping visits per month.
Is the food free to anyone?	Yes; all items in the market are free to anyone that registers and anyone in the community can use the market during our open hours.
What is a "Grab-n-Go" Visit?	Grab-N-Go Visits are available if neighbors want something ready to eat/already came twice this month for groceries. Product is in 3 reach-in refrigerators (SB1-SB3) <b>Product limited – neighbors may take up to 5 items per visit.</b> <b>One visit per day.</b>

What are other ways neighbors can get food?	<p><a href="https://ccfoodbank.org/findfood">Visit ccfoodbank.org/findfood</a></p> <ol style="list-style-type: none"> <li>1. <b>Food Locator</b> – type in zipcode and distributions within 5 mi. will appear with contact information, address, and hours of operation.</li> <li>2. <b>Distribution Calendar</b> – shows day-of distributions across our service area.</li> <li>3. <b>Groceries2Go</b> – appointment-based food-pickup/delivery program.</li> </ol>
Will the items always be the same in the market?	No! Items and limits may change based on the product availability at CCFB.
Are there item limits?	<b>YES.</b> Neighbors can choose up to 15 items. Separately, neighbors can choose produce items freely and choose up to 5 starbucks items.

### Not sure how to respond to a question or concern from a neighbor?

Neighbor Question / Comment	Volunteer / Workforce / Staff Responses
"I have ____ (i.e. 5) people in my house. Can I take more food?"	"No. Item limits are the same for all households, no matter the size."
"Can I just take one more snack item?"	"No, we want to be sure all customers have access to different items in the pantry. We do have other food distributions if you're looking for more resources. Have you used our food locator before?"
"Last week I could take two, now I can only take one. What happened?"	"Item limits and item availability are subject to change at any time based on how much and what types of food are in our inventory. Thank you for understanding!"
"I don't want to fill out my information. Do I have to?"	<p>"Yes. Check-in and check-out are required. Can I help you check-in?" **</p> <p>** Please note, some questions on the registration form can be skipped. Also, there is an option to "prefer not to say/don't know."</p>
"I'm in a hurry and don't have time to check-out. Can I just leave?"	"No, check-out is required. We appreciate your patience, and we will be right with you."
"I need help with my bills. Can you guys help with other stuff?"	"Have you used 2-1-1 before? Simply dial 2-1-1 and a representative can share information on additional resources."
	"We have a CalFresh (previously known as SNAP/EBT) team that can provide application assistance and more information! Their outreach days are:

<p>“I’ve heard of SNAP before, do you guys help with that?”</p>	<p>Wednesdays 8:30-12:30pm 2<sup>nd</sup> Sat of the month: 8:30-2:30pm</p>
<p>“My family member does not speak English, can you translate this form for us?”</p>	<p>“We can translate the registration page; let me show you how.” Please note – the keyboard will still appear in English characters.</p>