

# The Future of Food Delivery Systems: How to Utilize Innovative Programs

Vista 2/3



ILLINOIS COMMISSION  
TO END HUNGER

Jim Hires  
President & CEO  
Eastern Illinois Food Bank



ILLINOIS COMMISSION  
TO END HUNGER

Raj Karmani  
Founder & CEO  
ZeroPercent



ILLINOIS COMMISSION  
TO END HUNGER



zero percent

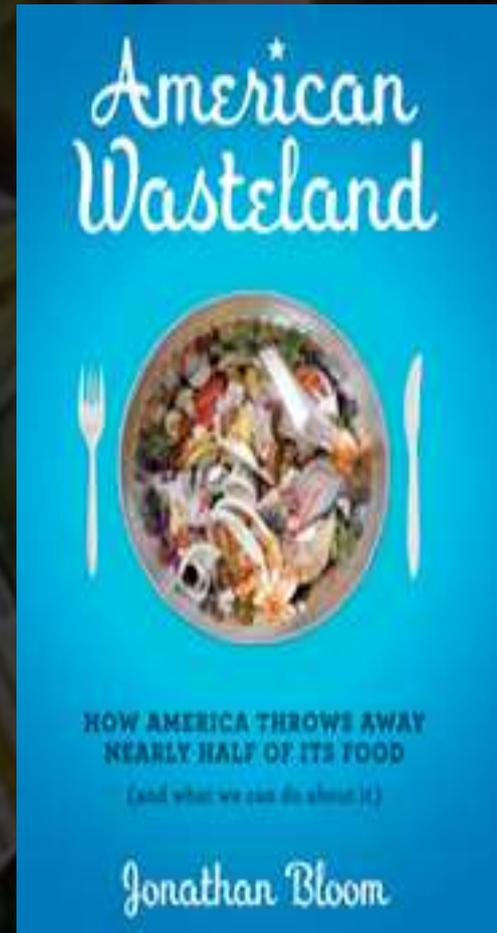
because every meal counts.





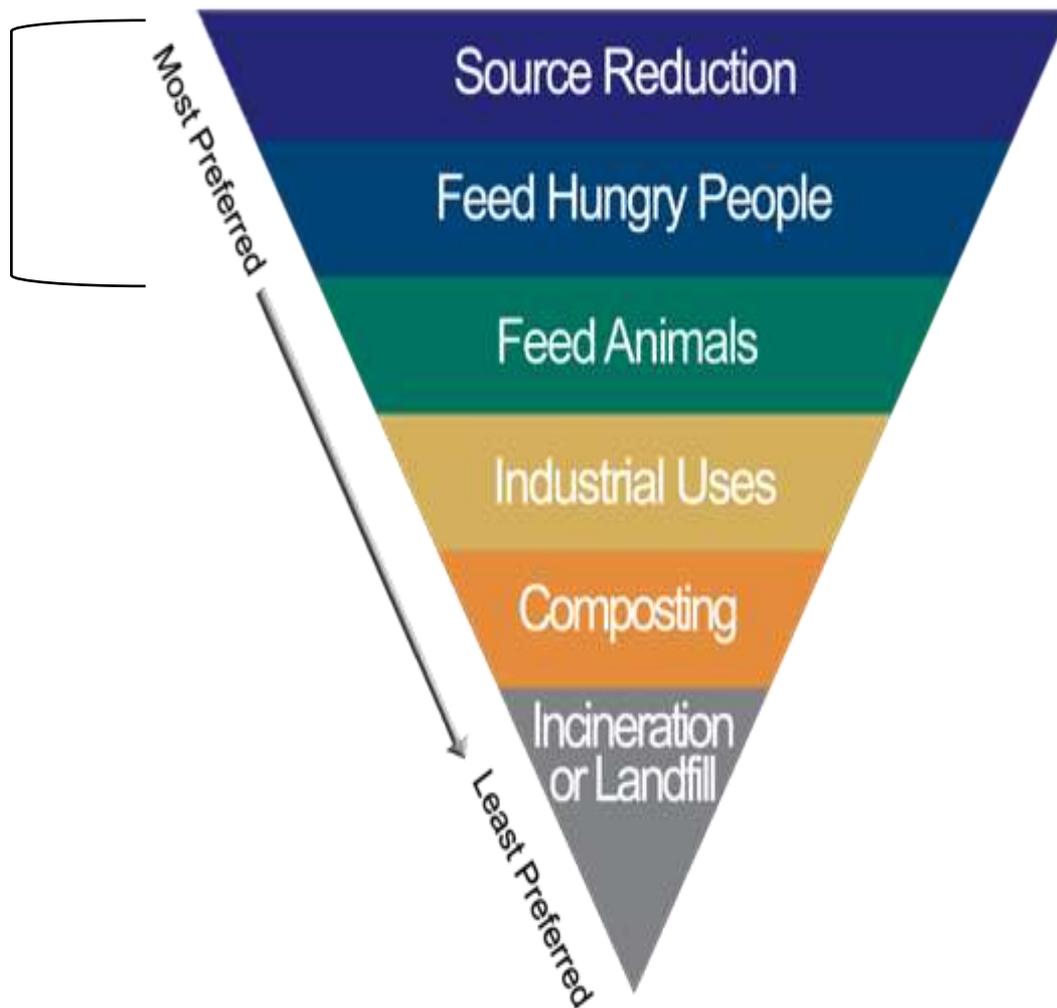
So what is the problem?

30%  
40%



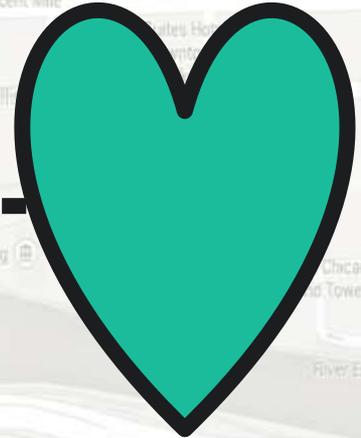
# Food Recovery Hierarchy

  
zero percent





EXCESS PREPARED FOOD



NONPROFIT  
AGENCIES

This is so obvious.



DBA Name	Address
1ST UNITED METHODIST CHURCH OF CHICAGO AID SOCIETY	77 W WASHING
ALL SAINTS EPISCOPAL CHURCH	4550 N HERMIT
ANNUNCIATION GREEK ORTHODOX CHURCH	1017 N LA SALL
BEAUTIFUL ZION MISSIONARY BAPTIST CHURCH	1406 W 64TH S
BELIEVE IN THINE HEART MINISTRIES	6000 S ASHLAN
GRACE TEMPLE	938 W 69TH ST
KENWOOD UNITED CHURCH	4608 S GREENW
MATERNITY BVM CHURCH HALL	3647 W NORTH
RHEMA REVEAL	6843 S RACINE
SAINT BASIL GREEK ORTHODOX CHURCH	733 S ASHLAN
ST KEVIN'S CHURCH	10508 S
ST. DEMETRIOS GREEK ORTHODOX CHURCH	2727 W
ST. TERESA OF AVILA	1950 N KEN
FLAV-O-RICIOUS	600 E GRAND A
ARCHDIOCESE OF CHICAGO FOOD SERVICE	5150 N NORTH
CHICAGO FREEZE	8501 S COMME
CULTURE	2637 S THROOP
ILLINOIS SPORTSERVICE INC	333 W 35TH ST
ILLINOIS SPORTSERVICE INC	333 W 35TH ST
ACE COFFEE BAR INC	120 N Sangamo
Irving Park Community Food Pantry	3801 N Keeler A
NORTH PARK FRIENDSHIP CENTER FOOD PANTRY	3448 W POSTER
NEW BETHLEHEM M B CHURCH	8850 S COTTAG
CATHOLIC CHARITIES OF THE ARCHDIOCESE OF CHICAGO	6212 S SANGAM
GREATER ENGLEWOOD PARISH	6401 S SANGAM
RTW VETERAN CENTER	5536 S DR. MAI
DEBORAH'S PLACE	2622 W JACKSO
ACE COFFEE BAR, INC	120 N Sangamo
Peace Food Bank	792 W 104th, CT

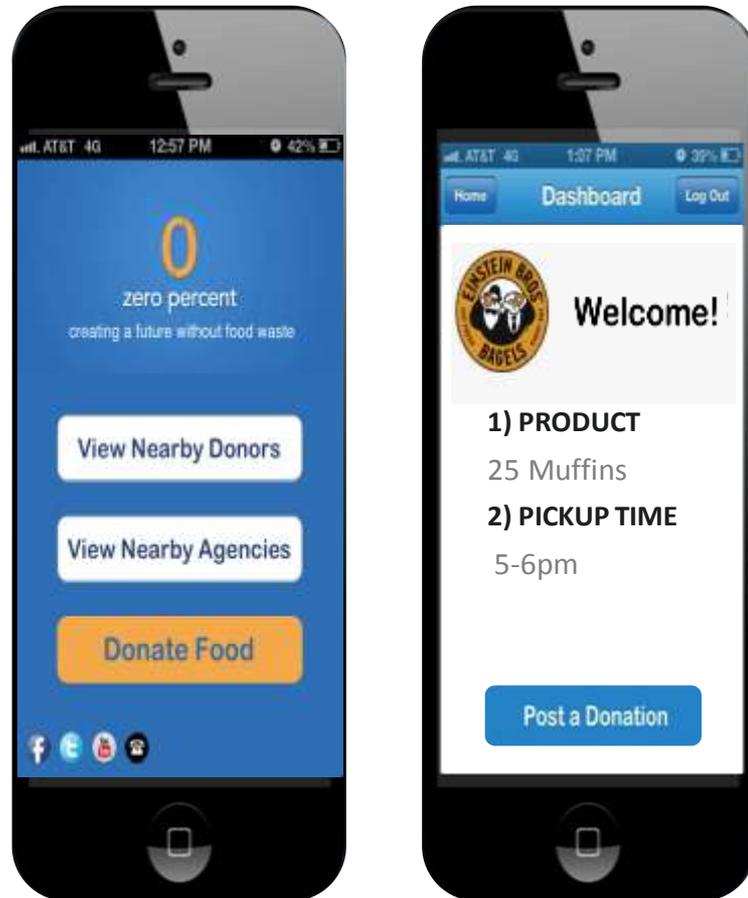
“Many organizations never returned his calls (sad but true). One organization did not want bread and another had a very small delivery window.”

– HANNAH’S BRETZEL



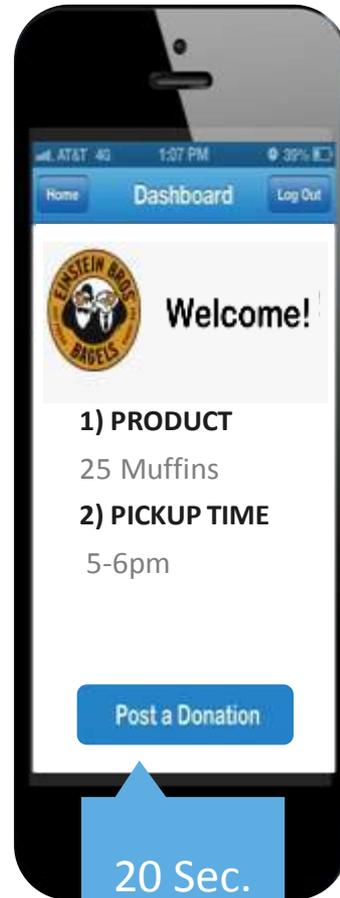
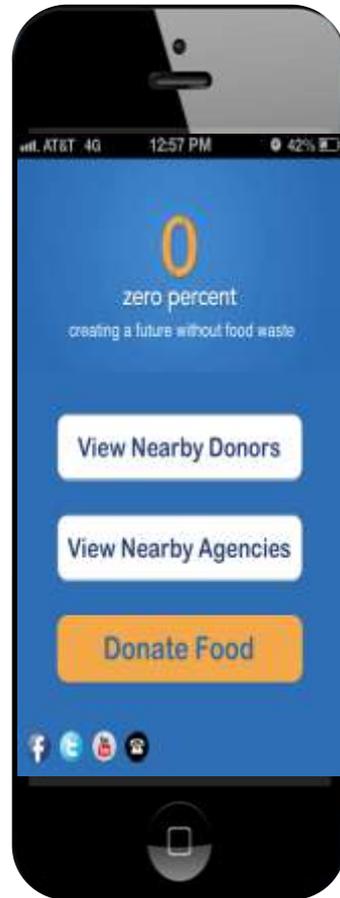


Is there a magic wand?

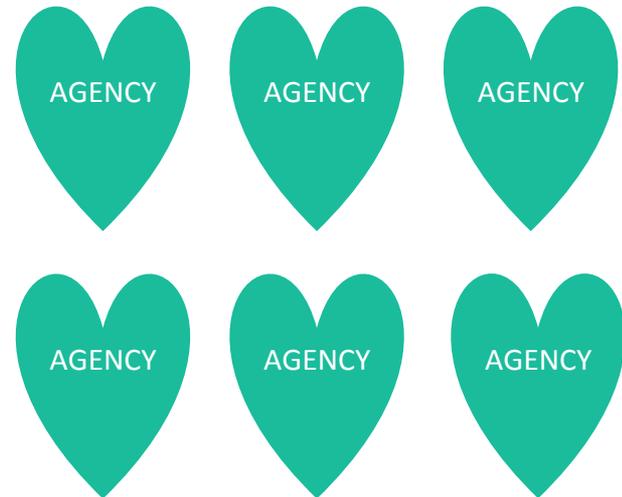


“This is a very simple and efficient way to donate food.”

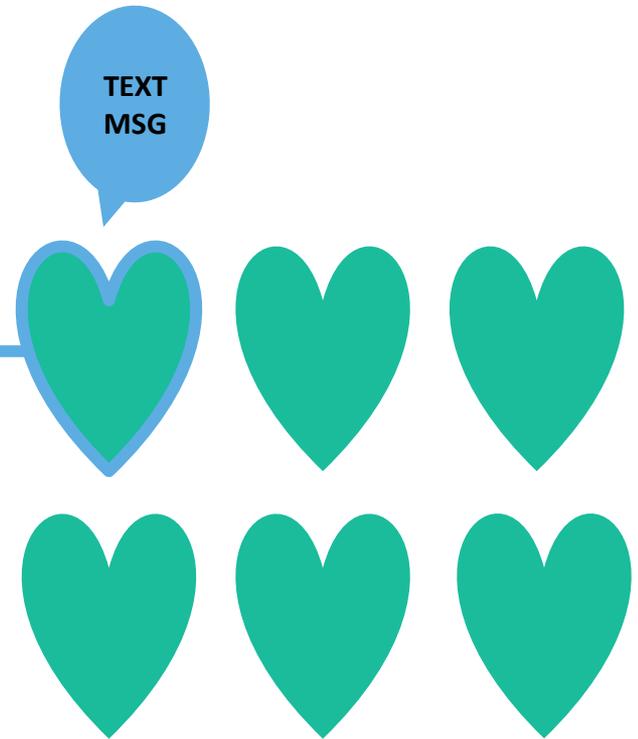
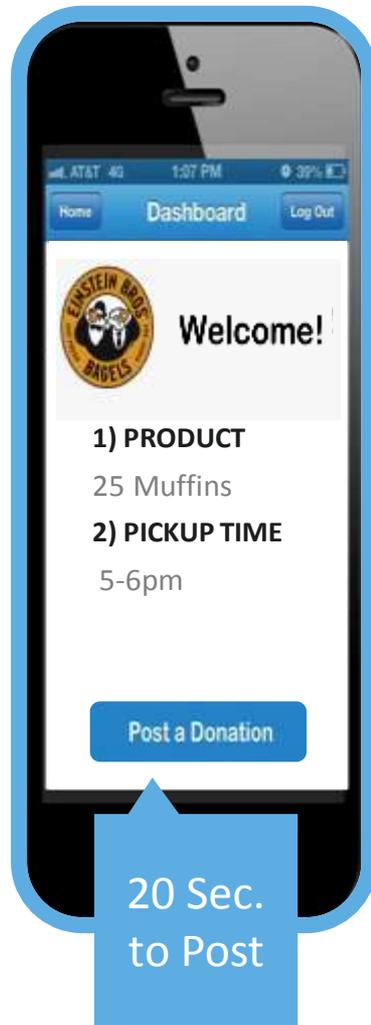
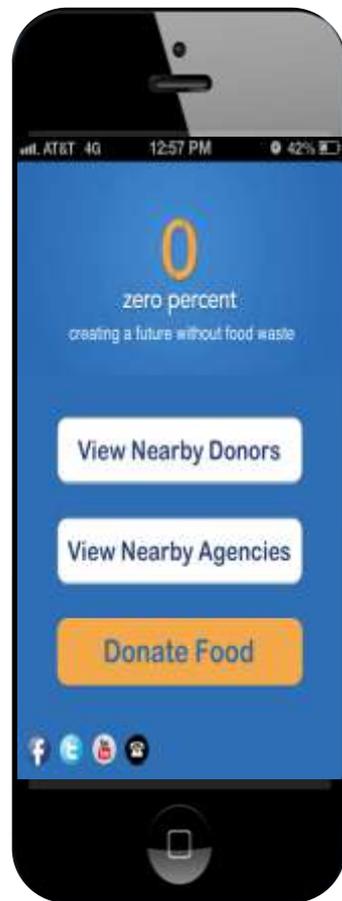
-EINSTEIN BROS URBANA



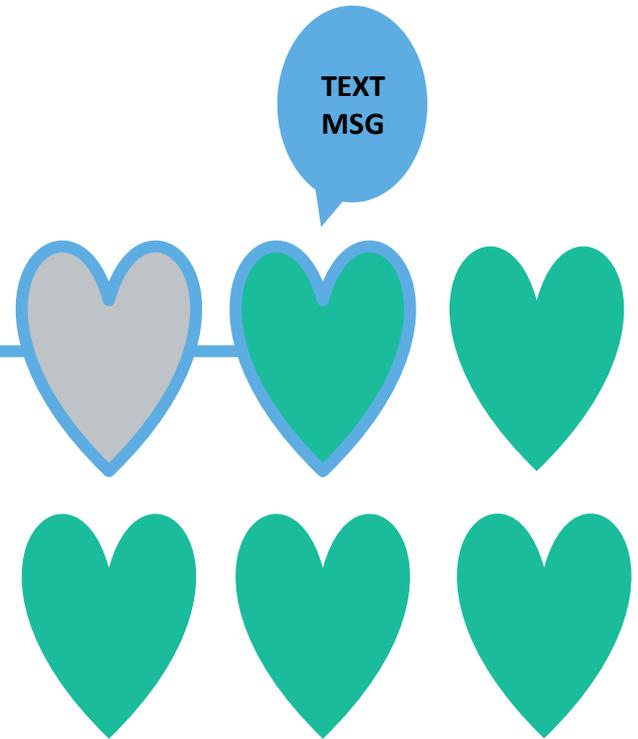
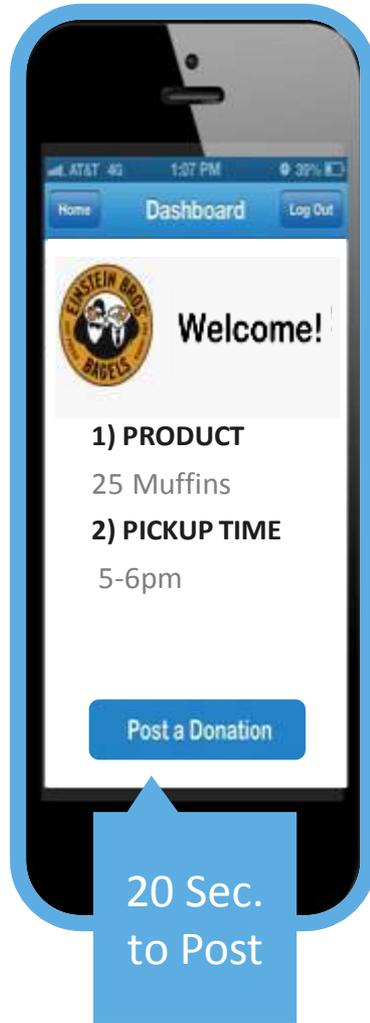
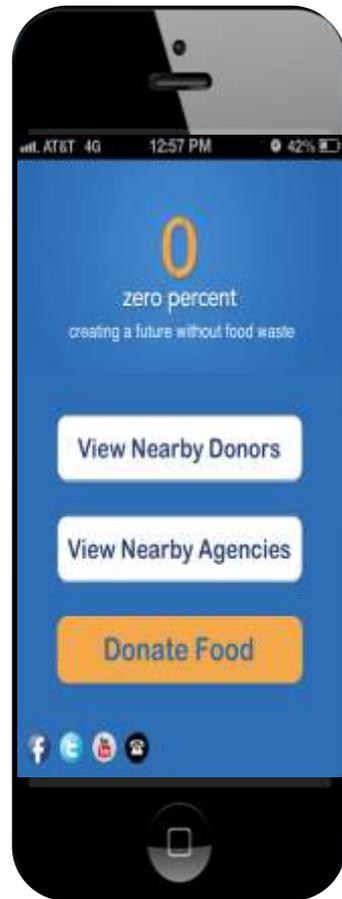
20 Sec.  
to Post



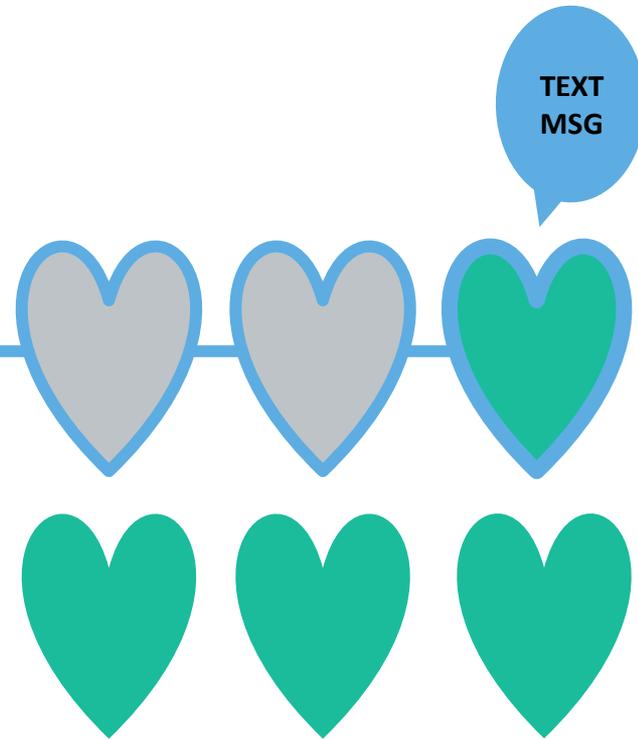
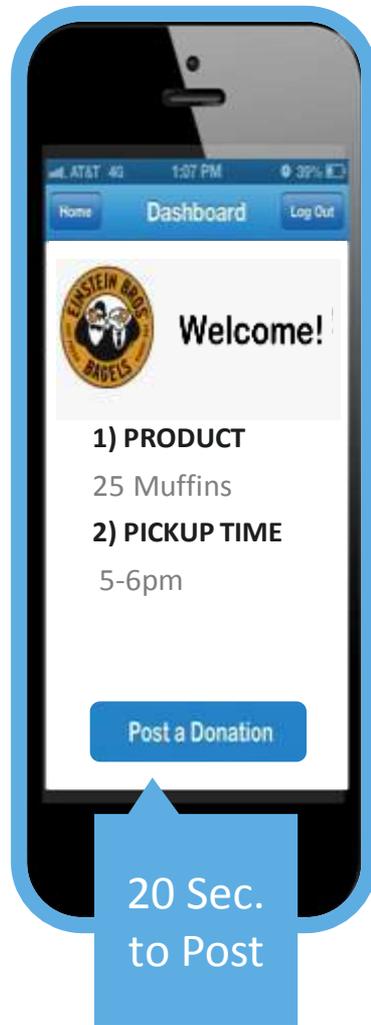
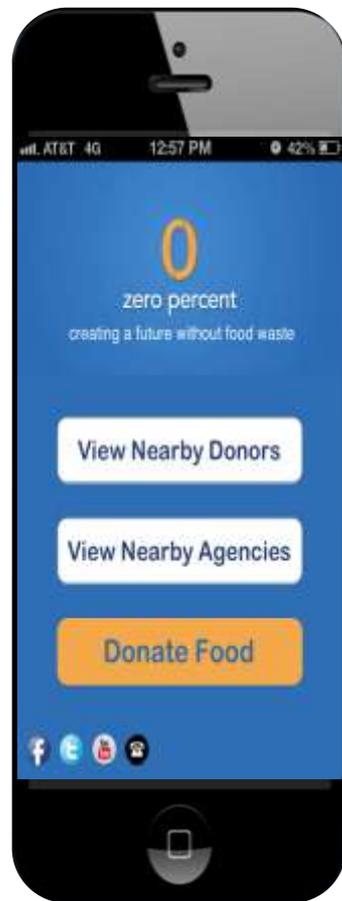
Zero Percent connects to agencies in a “dial tree” fashion.



Zero Percent connects to agencies in a “dial tree” fashion.



Zero Percent connects to agencies in a "dial tree" fashion.



Zero Percent connects to agencies in a "dial tree" fashion.

536,000

MEALS

98%

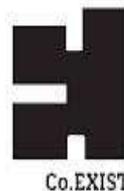
PICK-UP RATE

**The News-Gazette**  
SERVING EAST CENTRAL ILLINOIS

ChicagoBusiness.com

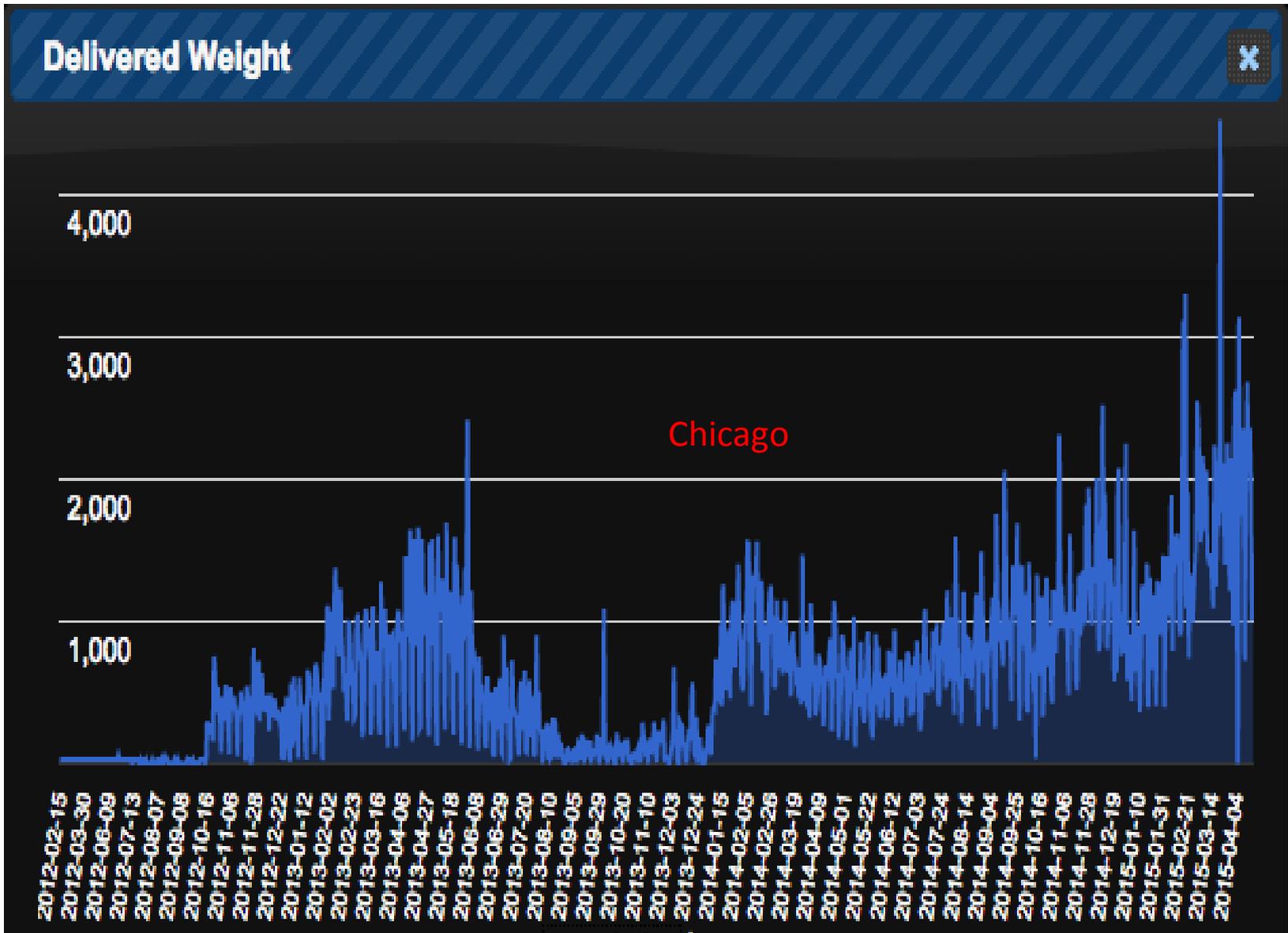
**CRAIN'S**  
CHICAGO BUSINESS.

**FAST**  
COMPANY



**theguardian**

**The Washington Post**





“These food donations have been very helpful to redirect our assets and resources to other very needed areas.”

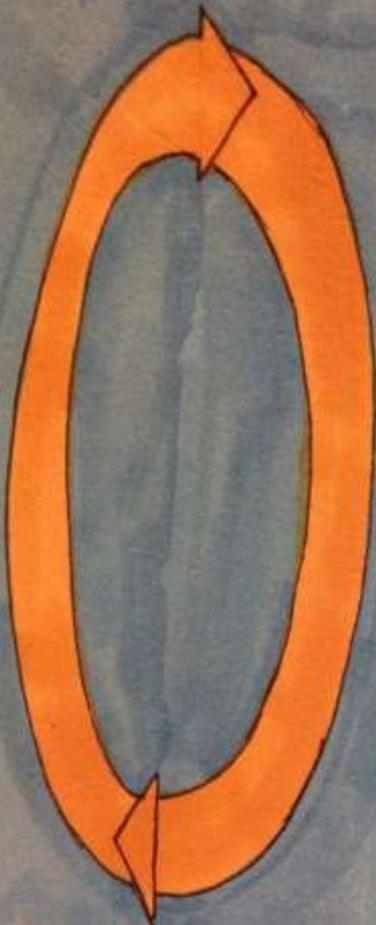
-SALVATION ARMY, CHAMPAIGN



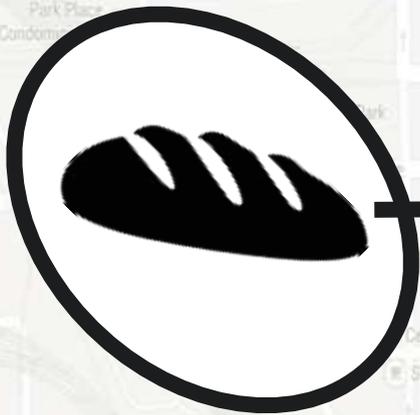
“Without your organization's efforts our dinners wouldn't be as special, as healthy... Zero Percent a hit again!”

-St. James Cathedral, River North Chicago

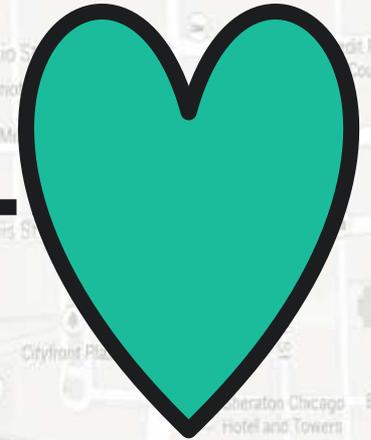
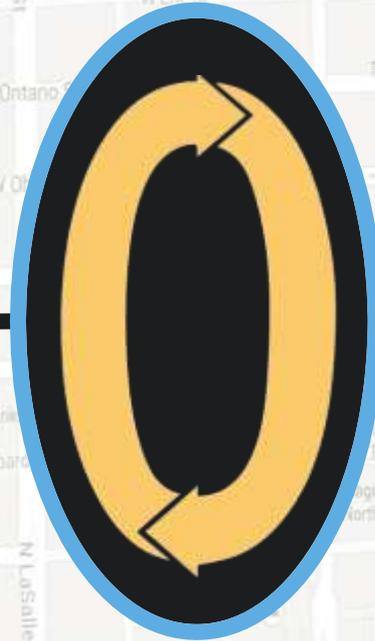
Thank You!



zero percent



**SURPLUS FOOD**



**AGENCIES**

**Zero Percent**  
connects the dots

- Creates **value** for businesses & agencies
- **There is no fee** for agencies

[www.zeropercent.us](http://www.zeropercent.us) | [twitter.com/ZeroPercent](https://twitter.com/ZeroPercent) | [hello@zeropercent.us](mailto:hello@zeropercent.us)







### TURKEY B.L.T. 9

Roast turkey breast, bacon, mozzarella, lettuce, tomato, and mayonnaise on country white

### FLAT BREADS

**ANTIPASTO 3**  
Grilled shrimp, artichoke, olive oil, spicy garlic sauce and mozzarella on ciabatta

**THAI CHICKEN 3**  
Chicken in peanut sauce, basil, carrots, red onion, cilantro and

**MARGHERITA 9**  
Fresh mozzarella, tomato sauce and basil on ciabatta

### BUILD YOUR OWN 8

Choose from a variety of proteins, vegetables, and meats on fresh bread

### ITALIAN SLAM 10

Prosciutto, cheese, tomato, capriccio, provolone, mozzarella, lettuce and giardiniera on toasted baguette

### BUFFALO CHICKEN WRAP 9

Panko chicken, Frank's Red Hot sauce, celery, lettuce, tomato and blue cheese dressing in a wrap

### TOFU BANH MI 8.5

Grilled herb chicken, bacon, avocado, lettuce, tomato and honey mustard on ciabatta

### MEDITERRANEAN VEGETABLE 9

Portobello, zucchini, squash, eggplant, herb and goat cheese and red pepper oil on country bread



Rachel Jumpa  
Food Pantry Director,  
Christian Life Center,  
Berwyn IL



ILLINOIS COMMISSION  
TO END HUNGER

- **FoodBank Manager (FBM)**

- FBM is a paperless solution for food banks and food pantries that provides electronic management, tracking of resources and reporting for state, county, city, USDA, grants and private programs.

- **FBM Users**

- All organizations from small to large that need to track and report on resources that are provided to the public should use FBM.

- **The Scope of Use**

- FBM is used in single private pantry locations or can be rolled out to hundreds of pantries that report to a single organization. These pantries can be networked together creating a central database installation to ensure resources are properly utilized by eliminating waste and fraud throughout the participating pantries. FBM provides instant, accurate, and consistent reporting that is relevant to the overseeing organization.

- Dashboard
- Create New Visit
- Calendar
- Reports ▾
- Manage ▾
- Settings ▾

## Create new Visit (Aug 1, 2013)

CHANGE LOCATION: Greater Chicago Food Depository ▾

- Change Date
- Pantry Distribution (10:00 AM) ▾
- Create Outreach
- Select a template ▾
- Days end report

[Search](#) [Create New Guest](#)

Locate the returning client with FBM's simple and accurate search tool

SEARCH: S; J; |

New Search: This is a column based search. Each column is separated by a semicolon;  
EX: "John; Doe; 1234" (First Name = John; Last Name = Doe; Address = 1234)

Click the client to begin the distribution process

SHOW 10 ▾ ENTRIES

Last Name	First Name	Address	Apartment	DOB	Phone
Smith	John	111 W 1ST ST		Jun 10, 1970	
Scott	Jim	1212 N 12TH ST		Nov 8, 1960	
Stevens	Janenne	1454 W SALLY ST		Jul 4, 1990	

Showing 1 to 3 of 3 entries (filtered from 12 total entries)

### Guests checked in



- Dashboard
- Create New Visit
- Calendar
- Reports
- Manage
- Settings

## Create New Visit

CHANGE LOCATION: Greater Chicago Food Depository

John Smith

- Edit Guest
- Create Visit
- Cancel
- Request Signature

- General
- Create New Visit
- Visit History
- Files

### Create Visit

#### Help Desired

- USDA Food
- Pantry Food

Select the service being provided today

#### Physical Address

111 W 1ST ST  
Chicago, IL 60608

Verify address and household information

#### Household Total

3

Choose Yes or No for SNAP

#### Do you currently receive SNAP (formally known as food stamps)?

- NO
- YES

Answer for TANF food

#### Required for receipt of TANF Food - Number of children in household 18 years or younger?

1

Proxy name when needed

#### Proxy: Name of Designated Delivery Person

## No Image Provided

**Help**  
If you are a new user, you should read "Getting started"

**Notes**  
No notes available.

**Add Note**

Add Note

Do you currently receive SNAP (formally known as food stamps)?

NO  YES

Answer for TANF food

Required for receipt of TANF Food - Number of children in household 18 years or younger?

1

Proxy name when needed

Proxy: Name of Designated Delivery Person

Add Note



Collect the electronic signatures for each client's visit

Signature

August 25, 2013, 2:29 pm

Verify ID's are properly presented

ID Presented

- Photo ID
- Utility Bill

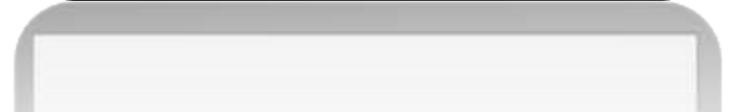
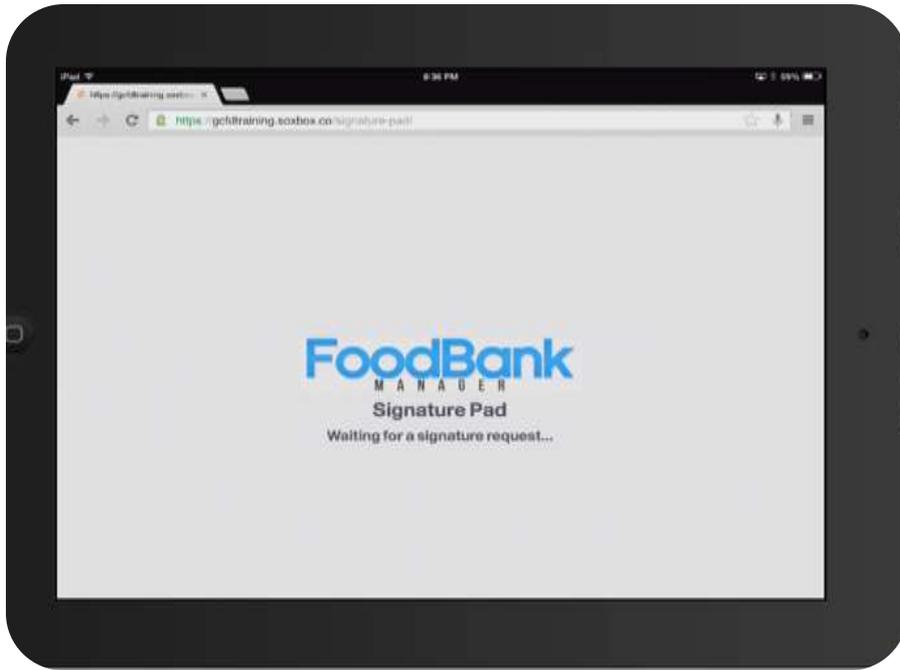
Create Visit

Cancel

Request Signature

Click the "Create Visit" button to register the visit or use the "Edit Guest" button if client information needs to be updated

Edit Guest





Willful diversion of USDA commodities for personal gain is a state and federal offense subject to a fine of up to \$25,000 and/or imprisonment up to 5 years.

Rules for acceptance and participation in the program are the same for everyone without regard to race, color, national origin, age, sex or disability. Rules may not require applicants to participate in any other program in order to receive food.

DHS MAXIMUM MONTHLY GROSS INCOME FOR RECEIPT OF USDA COMMODITIES FOR FISCAL YEAR 2014 (JULY 1, 2013 THROUGH JUNE 30, 2014)								
Household Size	1	2	3	4	5	6	7	8
Monthly Income	\$1,771	\$2,391	\$3,011	\$3,631	\$4,250	\$4,870	\$5,490	\$6,110
For each additional household member over 8, add \$620								

**I certify with my signature that:**

My household monthly gross income does not exceed DHS established limits;  
 I will use food received for household consumption only; and the information I have provided below is accurate and true;  
 I release USDA, the State of Illinois, and any agency or person distributing food from all liability resulting from receipt of food.

**Food Bank:** Greater Chicago Food Depository      **Distribution Month/Year:** 8/2013

Date	Household Size	Recipient Signature	Street Address (include apt.#)	City	Required for receipt of TANF Food Number of children in household 18 years or younger	Do you currently receive SNAP (formerly known as Food Stamps)?
8/21/2013	3	<i>[Signature]</i>	111 W 1ST ST	Chicago	1	<input checked="" type="radio"/> Yes <input type="radio"/> No
8/21/2013	4	<i>[Signature]</i>	1212 N 12TH ST	Chicago	2	<input checked="" type="radio"/> Yes <input type="radio"/> No
8/21/2013	2	<i>[Signature]</i>	1454 W SALLY ST	Chicago	1	<input type="radio"/> Yes <input checked="" type="radio"/> No
8/21/2013	6	<i>[Signature]</i>	4512 N RED LN	Chicago	3	<input checked="" type="radio"/> Yes <input type="radio"/> No
8/21/2013	3	<i>[Signature]</i>	858 W GREEN ST	Chicago	0	<input type="radio"/> Yes <input checked="" type="radio"/> No
8/21/2013	1	<i>[Signature]</i>	4875 E BEVEL RD	Chicago	1	<input type="radio"/> Yes <input checked="" type="radio"/> No
8/21/2013	3	<i>[Signature]</i>	554 W FRANK RD	Chicago	1	<input type="radio"/> Yes <input checked="" type="radio"/> No
8/21/2013	4	<i>[Signature]</i>	1415 E SUMMER DR	Chicago	2	<input checked="" type="radio"/> Yes <input type="radio"/> No
8/21/2013	2	<i>[Signature]</i>	4858 N SUNSET LN	Chicago	0	<input checked="" type="radio"/> Yes <input type="radio"/> No
8/21/2013	1	<i>[Signature]</i>	8585 E PLANK RD	Chicago	0	<input checked="" type="radio"/> Yes <input type="radio"/> No
8/21/2013	3	<i>[Signature]</i>	4515 E SNOW PLOW RD	Chicago	1	<input checked="" type="radio"/> Yes <input type="radio"/> No
8/21/2013	2	<i>[Signature]</i>	3209 W CACTUS	Chicago	0	<input type="radio"/> Yes <input checked="" type="radio"/> No
Totals	34					

Pantry: gcfp113      Address: 1723 W Senora Dr

This institution is an Equal Opportunity Provider

## USDA Documentation Provided Electronically

FBM provides the Emergency Food Program Signature Sheet designed to meet the DHS partners reporting requirements electronically. This document is created using the signatures and data collected at each visit. The generated document is then exported out in PDF and CSV formats. This eliminates the manual paper documentation management and data entry requirements currently being used at all levels of the process.

## DHS Partners Oversight and Auditing

FBM allows the food bank to give reporting access to the DHS partners. This allows the DHS partners the ability to site audit, run reports and provide oversight from their desks.

Parul Thukral  
Director,  
Product Sourcing Innovation  
Feeding America



ILLINOIS COMMISSION  
TO END HUNGER

Gerry Maguire

Vice President of Supply Chain, Greater Chicago Food  
Depository



ILLINOIS COMMISSION  
TO END HUNGER

## About Us

- The Greater Chicago Food Depository, Chicago's food bank, is a nonprofit food distribution and training center with the mission of providing food for hungry people while striving to end hunger in our community.



- Last year, the Food Depository distributed 67 million pounds of food.

## Food Rescue

- Recovers produce, protein, dairy, bread and other food that might otherwise be discarded
- Partners include major grocery chains in Chicago area in addition to local food shows
- Food delivered same-day to pantries, soup kitchens and shelters



## Food Rescue Benefits

- Consistent source of quality fresh produce, protein and other nutritious food for member agencies
- Reduces food waste
- Quick turnaround and distribution of donated product



## Food Safety Best Practices

- Refrigerated trucks
- Time and temperature control
- Drivers state-certified in food handling
- Proper agency storage capability
- Agency food handling certification



## Food Safety Modernization Act (FSMA)

- Food facilities required to have a written food safety plan
- Food and Drug Administration to create new standards for fruit and vegetable production
- FDA increased facility inspections, greater power to recall products
- How will FSMA affect hunger-relief?
  - Individual agencies receiving food must follow time and temperature control regulations



