



Share Your Holidays 2018

How Does This Work?

The Share Your Holidays Food Drive is scheduled for **Friday, December 7, 2018**. On Monday, **December 3rd, through Saturday, December 8th**, Channel 13 will air information and invite people with food needs to call the phone line for assistance. The Houston Food Bank staff and volunteers will be manning the phones to receive the calls of those in need and will refer them to a pantry in their area. Their referral will be based on the zip code in which they reside.

Participating pantries will distribute food to clients referred to the pantries through the Share Your Holiday telephone bank and those clients signed up through the pantry referral list. (explanation below). **Share Your Holiday product is not meant to take the place of your regular food stock, but rather as a supplement to provide food for newly referred clients. However, if your referral list reflects the names of some of your regular clients, you may distribute Share Your Holidays product to them.**

How Can I Participate?

Attached with this packet you will find a registration form to participate. **This form must be completed in full and returned to the Food Bank no later than Friday, November 16, 2018.**

How Much Product Can I Receive?

How much product you receive depends how many clients are listed on your list and those referred to you during the phone bank. **For each referral you will receive the following:**

Referral		Food Drive Box	Produce	Meat
1	=	1	5 lbs	13 lbs

(80 boxes = 1 pallet)

You will only receive the number of boxes that you have referrals for, no extra boxes will be given.

Share Your Holiday product must first be used to serve those referrals listed on your referral list provided by HFB. This product is **not** meant to supplement agencies Christmas Basket programs. All Share Your Holiday referrals must be served before the Share Your Holiday product may be re-routed for use in Christmas baskets or to serve additional families. Please do not assume that there will be more than enough food to serve referrals **and** support your regular programs. You will only receive the product for each family referred.

Agencies must distribute food to referred families on the day(s) and time indicated on your registration form. This is the information that will be given to the caller by Food Bank staff and volunteers, so the referred families will rely on this information. The clients your pantry signs up on your referral list given to HFB must be given the same days and hours that you provided on your registration form. **You can only pick up your referrals on the day (s) you selected for distribution. You can only distribute for a maximum of 2 days.**



When Can I Pick Up My Share Your Holidays (SYH) Product?

You can **only** pick up the product on the day you are scheduled to distribute. At that time, you will also be given your list of referrals received through the phone bank and those you gave to HFB. Your distributions can take place from **Friday, December 14, 2018 – Thursday, December 20, 2018**. **You can only distribute a maximum of 2 days during this time frame.** Pickups on the HFB dock are from Monday – Friday, 8:30 am. – 11:30a.m., Saturday, 8am – 12 pm.

HFB will try to have volunteers available to assist with loading; it is recommended that you bring extra help in case you need it. In case of rainy weather, all agencies must bring a tarp or a cover for the food product. No agency will be allowed to load food product in rainy weather without a tarp or cover to protect the product. Please bring your freezer blanket to cover the meat. If you do not have one, it will be provided.

What Kinds of Products Will I Receive?

The food your agency will receive will be based on the number of referrals received by the agency. You will receive the following for each referral: 1 10 lb. box of dry items, 5 lbs. of produce, and 13 lbs of meat. Also examine containers to make sure that they are not partially opened, rusty, or without labels. These products are not safe for distribution.

There is no handling fee for the 'Share Your Holidays' food.

How Are Clients Referred?

Channel 13 will sponsor a hotline inviting needy families to call for food assistance. Houston Food Bank staff and community volunteers will man the phones. The phone operators will record names, addresses and the number of people in each family. The caller will then be referred to the closest participating pantry. .

This year the Houston Food Bank will allow partner agencies to pre-register clients you serve on a regular basis. This will alleviate those callers that are unable to get through on the phone lines. If a client pre-registers through your agency the client does not need to call in to the telephone bank.

Agency Services will provide participating agencies a link on the HFB website to a spreadsheet. You will complete the spreadsheet, typing no handwritten with information from each of your clients. All columns must be completed. There will be a deadline for each partner agency to complete and email the spreadsheet to agency services. If you plan on signing up, (example) 80 clients from your pantry, you will have additional 80 slots open for community when they call in to the Share Your Holiday Telephone Bank. Your total referrals will be 160 clients. An agency can choose the method of splitting up their referrals between pre-registering and slots available through the call in to the phone bank. You will not be able to provide only referrals. Once you have met your allotted numbers your site will be closed for referrals. You will be able to email Patricia to ask for additional referrals.

If there is a question about the eligibility of a client or family referral, please give them some food rather than let a needy family go hungry. Please have food from your inventory in your pantry available, as stated previously you will only receive the Share Your Holiday product for referrals only.

During Share Your Holiday distribution; please suspend your normal service boundaries. It may be necessary for agencies to serve referred families from outside of their established boundaries.

The number of referrals to each agency will determine the number of boxes of food each agency will receive. **Each referred family should receive all 3 components (1 box, produce and meat) of food.**

All referral clients will be given the name, location, and distribution schedule of the closest participating pantry. **Agencies will not be responsible for contacting the referral clients.**



Channel 13 Share Your Holidays 2018 Summary

- Return REGISTRATION FORM to the Houston Food Bank by Tuesday, November 16, 2018.
- Send a representative to the Mandatory Meeting at the Food Bank on Friday, October 19, 2018 at 10:00 a.m.
- Agencies will pick up Share Your Holidays food and referrals on the same day that you are scheduled to distribute. This is because of the contents of the food box, which includes produce and meat. There will be a table set up in the front lobby to pick up your order and referrals. You will then be directed to the dock for your pickup.
- Please be on time to pick up your SYH order
- Bring a tarp or cover to protect the food in case of rain. Bring a freezer blanket to cover the meat. If you do not have one, it will be provided.
- Distribute food to referred clients on the same day you pick up, this date is the same date you indicated on your registration form. You can only distribute a maximum of 2 days. You may wish to designate a different day of distribution than your regularly scheduled distribution day and time.

- ****SPECIAL NOTE – Due to the meat being one of the components of the distribution this year, please make sure that this product is distributed on the same day of pickup. In the event that clients do not pickup and there is meat left over, make the necessary adjustments to distribute, perhaps there are those who are not on listed on the referral and have expressed the need, feel free to distribute to avoid any being left over.**

YOU ARE NOT REQUIRED TO CALL REFERRAL CLIENTS THAT DO NOT COME TO PICK UP FOOD, OR TO WAIT FOR CLIENTS AFTER YOUR SCHEDULED DISTRIBUTION TIME.