Montwood Church of Christ Food Pantry Standard Operating Procedure & Volunteer Guide

Montwood Food Pantry Ministry

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www.montwood.org/ministries/food-pantry-ministry

www.Montwood.org

Revised: January 2027

Greetings Food Pantry Volunteers,

• First, THANK YOU for volunteering to be a Food Pantry Volunteer at Montwood Church of Christ (MCOC) • The Food Pantry Crew meets in the Fellowship Hall of the church on the 2nd Saturday (Preparation Day) from 9am to 11am and on the 3rd Saturday (Distribution Day) of the month from 730 am to 10 am.

• We are asking volunteers to commit to these 2 Saturdays a month. On Distribution Day we are asked all volunteers to show up 30 minutes early for a group pray and a briefing to assign specific duties to each volunteer. • See the current Food Pantry Flyer for the exact preparation and distribution dates for the entire year. These dates are subject to change due to unforeseen events.

• Your safety and wellbeing are very important. Please be cautious of the cars moving along the line in the church parking lot as food is being distributed. The drivers may NOT see you. BE CAREFUL and courteous. • The more volunteers we have available, the faster and easier the work will be.

• Duties include preparing Dry & Can good bags, preparing Rice & Beans, Parking Lot setup and traffic control, Check in/Registration processing and some lifting is involved.

• **REMEMBER:** It is not about the food. The reason for this ministry is to give ALL of GOD'S people an opportunity for a closer relationship with our Lord and Savior, Jesus Christ and to assist those in need. "Share with God's people who are in need. Practice hospitality." Romans 12:13

Prior to Food Pantry Distribution Day

• Days before food pantry distribution, food (to include beans & rice), is delivered to the church by Economy Cash & Carry. We need volunteers to help get the food from the church parking lot and into the church building. • The Food Pantry leadership will advise on the exact day and time to be at the church to help unload those groceries.

Food Pantry Distribution Day

• All volunteers are encouraged to wear the proper clothing on distribution day depending on the weather conditions. • We will be assigning volunteers to oversee each of the following areas every distribution day to ensure we have enough volunteers to help in these areas:

- Registration of grocery recipients
  - 4 volunteers with access to Planning Center app to register recipients. ***See the People's App section for details on how to use the app.
  - For each person doing the registering, 1 or 2 volunteers are needed to help that person in loading bags into the cars.
- Keep bags supplied on the carts.
  - Get carts out of the pantry room and load with grocery bags.
  - Place one cart outside the fellowship hall and one cart at the walkway at the front doors of the church building.
  - 2 volunteers to monitor each cart and keep them supplied with bags for the volunteers who are loading bags in the cars.
- Traffic control
  - Open gate at Bob Mitchell
  - Put cones out
  - Direct traffic coming in from Saul Kleinfeld gate
  - Direct traffic to leave via Bob Mitchell gate
  - 6 volunteers dedicated to directing cars around to the front of line if a car being registered is preventing cars from moving forward in line
- Clothing distribution
  - As of May 2026, there is a blue bin from DONATE EL PASO located on the north west corner of the MCOC parking lot where anyone can drop off clothing to donate to those in need in our community.
- The remaining volunteers will:
  - Extra volunteers will be assigned to do bagging of Bean/Rice, Can & Dry bags, etc, if needed

Important Monthly Dates for the Food Pantry:

• FP Setup – is the Friday before Preparation Day at approximately 0900 am in the MCOC Fellowship Hall. The food is moved from the Pantry Storage Room to the Fellowship Hall for Preparation Saturday at 0900 am. • Preparation Day – is the 2nd Saturday of every month at 0900 am. Dry & Can Goods are bagged in addition to the Beans & Rice.

• Distribution Day – is the 3rd Saturday of every month at 0730 am. Dry & Can Goods which include Beans & Rice are distributed to the community from the MCOC Parking Lot. ** Once we have enough volunteers, we will begin distribution at 0730 am.

The People's App

• The church utilizes the People's app to check people in during food distribution days

• We are asking that only MCOC church members have access to this app. See Troy Cranston for access to the app. • The app is available for download at the Apple app store or Google Play

• You will need to provide an email address to the leadership in order to receive a temporary password for access to the app

The People's App Check-in Process:

• Each family must be checked in using the People's app before any food can be received
• Click on the People TAB at the bottom of the application
• Using the ID provided, find the person in the app using the search field
• If this is a new family, please create a new entry by selecting the Add Person option
• Once you find the person you're looking for, select the edit button
• Change the Membership from unassigned or visitor to Food Pantry
• Add a Check Mark for the current month
• Add to the Notes section:
    - Include items a family may be asking for (i.e., heater, fans, blankets)
    - Include the number of sets of food received (1 set, 2 sets etc.) ***One set is considered 1 dry good bags & 1 can good bag.
    - These notes are very important. This keeps the church aware of any items a family may need and whether they have already received food.
    - Make sure to save this information in the app before moving on to checking in the next family in line

Food Pantry Preparation Day

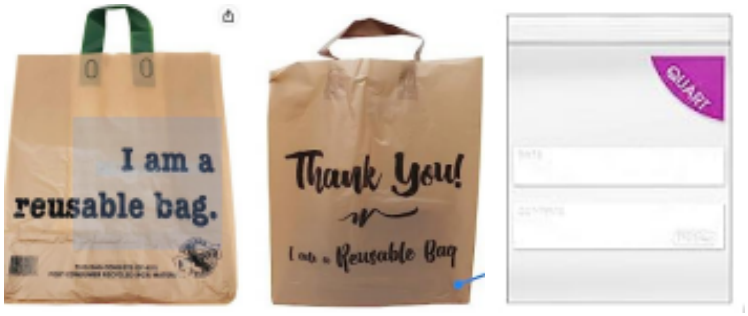
• There will be some lifting involved when preparing the food bags (i.e., can goods, dry goods to include 50 lbs. bags of beans & rice). Bags of beans and rice will need to be moved to a table, lifted, and poured into bins which is then scooped into Ziplock bags and sealed.
• You know what your body is capable of better than anyone else. So, if you are unable to lift anything or have any limitations, please let us know and we will assign you to different task.
• When filling the Ziplock bags with rice or bean, ONLY fill the Ziplock bags to the BOTTOM of the logo and remove the excess air before sealing the Ziplock bags. This will ensure that the Ziplock bags are not too full and reduce the risk of any spillage. Each dry good bag gets 1 bag of beans and 1 bag of rice.
• One set of food includes a bag of dry goods and a bag of canned goods. A Food Pantry Flyer must be included with each can good bags.
• Some families will receive more than one set of food.
• If there is someone who would like further information about MCOC or would like to speak to a Minister, please advise Lonnie Tapscott or Troy Cranston.
• MCOC does not give out monetary funds of any kind.
• If you have any questions, please contact Troy Cranston at 915 471-4756. Be sure to leave a message and I will call you back. Additional details are also available at Montwood.org

Pantry Food Ordering Instructions:

- Can Goods & Dry Goods
    - Can and Dry goods are ordered and pickup by MCOC from Economy Cash & Carry
    - Economy Cash & Carry - 1500 E. Paisano, El Paso, TX 79901, (915) 533-8240,M-F 0800 – 1700, Closed Saturday
    - POCs – Economy Cash & Carry:
    - Leticia Esparza leticia.esparza@economycashcarry.com
    - Roberto Cobo roberto.cobo@economycashcarry.com
    - The MCOC Food Pantry ordered 2 months of food in one order
    - Once the food pantry is empty, we order additional food from Economy Cash & Carry on the week Preparation Day
    - To make ordering the food from Economy Cash & Carry easier, we use an excel spreadsheet: See Troy Cranston of instructions on using this spreadsheet.

- Beans & Rice
    - The beans & Rice are order from Segovia each month. See Troy Cranston, Cindy Cooper or Alta Rubio for details on ordering the beans & rice.
    - Seven 50 lbs. bags of beans and rice are ordered for a total of 14 bags.
    - The order is placed the week of Food Pantry Preparation Day
    - The beans & rice are delivered on the Friday before Food Pantry Preparation Day

- Preparing Food Pantry Bags for Distribution
    - The following items are order from Amazon.com
    - See POC Alta Rubio for MCOC Tax ID # before placing order.
    - Ordering Food pantry bags
    - See product details below:
        - Reli Shopping Bags, Reusable (250 count Bulk; 2.25 mil Thick) Kraft Shopping Bags for Restaurant, Take Out, Retail, Grocery (12” L x 6.75” W)
        - Order the GREEN handle & the BROWN handle bags, 250 each form Amazon.
        - 100 GREEN bags & 100 BROWN bags are needed for each Distribution Day



- Ordering Storage Bags for Bean & Rice
- See product details below:
- DiRose Quart Bags Pack of 500 – 1 Quart Reclosable Food Storage Bags – Practical and Durable Design – Food Safe Non-BPA Material – Easy Double Zip Closure – Ideal for Food, Snacks, Organizing
    - Order ONE 500 packs of Reclosable Food Storage Bags for Distribution Day from Amazon

This document is also available at Montwood.com