



# ABCD MOBILE FOOD POP-UPS

## Frequently Asked Questions (FAQ)

*We want to hear from you about the ABCD Mobile Food Pop-Ups Program!*

### CONTACT US!

✉ [mobilefood@bostonabcd.org](mailto:mobilefood@bostonabcd.org)

📱 617.208.8677

🌐 [bostonabcd.org/service/abcd-food-pop-ups/](http://bostonabcd.org/service/abcd-food-pop-ups/)

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### ELIGIBILITY / REGISTRATION

#### ***How do I sign up for the Food Pop-Ups?***

We offer two ways to sign up for our program.

The first is preregistration through our website: <https://apply.bostonabcd.org/login>.

Simply click the green “Register” button on the web page to begin the sign in process.

1. Select the Mobile Food Application from the dropdown menu.
2. Please fill out all sections of the application and provide an email address you may check in case of announcements and program changes!
3. Click the green Register Button when you have completed the application.
4. An email will be sent to the one you have listed on your application. Please check your inbox for a ABCD Confirmation email and click the link provided.
5. When you return to the Codect Login screen you can input the username and password for your account. Then click the blue Login button.
6. After you have logged in, select the “Mobile Food Pantry” program from the drop down menu.
7. Please fill out the requested information on the form and hit the “NEXT” button.
8. Fill out the second form as well then click “NEXT”
9. A pop-up should appear with a text agreement. Please read it completely and decide if you agree to it by checking the box in the top left corner then click the “I ACCEPT” button.
10. On the Application Status page please provide a signature. Then click the “SAVE” button.
11. Follow any additional instructions and you should be ready to join us at our next Food Pop-Up!

#### ***Registration Instructions***

The second option is to sign up at your first visit. We offer a scannable QR code so that you may sign up through your cell phone. Or we also offer single page, double sided paper forms that will take about 5 minutes to fill out.

***Will I be required to provide any identification or other information with me when I register?***

We do not require you to provide identification or other documentation at this time.

We have a few brief questions for you to fill out for the application so that we can see if you meet our program's requirements and best serve you at our Pop-Ups.

***What are the requirements for me to Participate in the Food Pop-Ups?***

There are only two major requirements for you to participate in our Mobile Food Pop-Ups. The first is that you are a resident of either Boston, Newton, Winchester, Belmont, Everett or Medford. The second is that you fall under our AMI (Area Median Income) Requirements.  
For a household of 1 the household annual income must be under \$67,400  
For a household of 2 the household annual income must be under \$77,000  
For a household of 3 the household annual income must be under \$86,650  
For a household of 4 the household annual income must be under \$96,250  
For a household of 5 the household annual income must be under \$103,950

***When will I hear back about my approval status for the Food Pop-Ups?***

You should receive an email from Codect, when your application is completed! If you do not receive one and you are curious about the status of your application feel free to contact us through telephone or email.

Our email is [mobilefood@bostonabcd.org](mailto:mobilefood@bostonabcd.org)

Our telephone number is: **617.208.8677** (Monday through Friday 9:00 AM - 5:00 PM)

***Will I have to register for every visit to the Food Pop-Ups?***

You will only have to register the first time you visit our Food Pop-Ups. Provided that all of the information is present on your profile when you are present at sign in. If not, we can help you get things sorted out so you can collect the food you need!

***Can I only visit the location I specified on my registration?***

We encourage you to visit the Pop-Up location in your neighborhood. But, if you really need to, you are welcome to visit any of our Pop-Up locations throughout the month.

**FOOD**

***Will I have to pay for any of the food?***

The food you collect is free of charge. No payment is necessary.

***How do I collect food once I have signed up for the program?***

Once sign up is completed you can simply show up to any of our available Pop-Up locations, wait in line and sign in. We will ask for your name, if you have signed up ahead of time. And if it is your first visit, we will have you fill in a brief form. After that we will show you to our food selection and you can collect the food you need!

***What kind of food does your program offer?***

The aim of the Mobile Food Pop-Ups is to bring the freshest food to your neighborhood. We center our selection around fresh produce, a variety of meats, as well as non-dairy milks! Our selection may vary from visit to visit.

If you choose to take all of the choices in our selection an average estimation would be roughly 5 pounds of meat featuring two options (chicken/beef/fish). 1 gallon of non-dairy milk featuring two options (almond/coconut). And 11 different portions of produce.

Past orders have included such produce items as: Assorted Bell Peppers, Plantains, Gala Apples, Broccoli, Oranges, Carrots, Corn, Yukon Gold Potatoes, Sweet Potatoes, Red Tomatoes, and Yellow Onions. Again, our selection may vary from visit to visit.

***Am I guaranteed 1 of every item?***

Unfortunately we can only carry a certain amount of food to every Pop-Up and so we must operate on a first come first serve basis. We recommend you arrive early, so that you can view our full selection of available food.

***If I choose to not take one item can I have a double portion of another?***

We unfortunately do not offer double portions of any item so that other clients have the opportunity to also select that food item.

***Will I need to bring my own bags to carry the food?***

We are happy to provide the bags you need to bring your selected food items home with you. However, if you would prefer to bring your own bags from home, we are happy to fill them for you as well!

***Should I bring anything to assist with carrying the food?***

We recommend the use of a hand cart, or vehicle for those who have to travel a farther distance for our Pop-Ups! Please plan accordingly.

***I have a pet at home that also requires food. Can this program assist me?***

We are happy to say that at our Mattapan and East Boston locations, we are currently partnering with Animal Rescue League of Boston to supply pet owners with food for their dogs and cats. There will be a representative on site to assist clients with food. Please keep in mind that this is also first come first serve as supplies are limited.

***Does Your Program offer food deliveries?***

Mobile Food Pop-Ups does not offer delivery services.

If you are disabled, over the age of 55, and a resident of Boston, Medford, Everett, Belmont, Newton or Winchester, you may be eligible for our Food Delivery Program.

To find out if the program is currently accepting new clients and to see if you are eligible please visit the programs website or contact them through their phone number.

Telephone : **617-348-6222** (Monday through Friday 9:00 AM - 5:00 PM)

Website : **<https://bostonabcd.org/service/abcd-food-delivery/>**

## GENERAL

### ***How does this program work?***

A typical Food Pop-Up begins at our Food Hub in Brighton. The ABCD team along with our volunteers load the food into our vans the morning of distribution and head to the designated location for the Pop-Up.

When we arrive at the Pop-Up, we set up in an open air market style with a sign in table and food tables. Clients can find us by looking for the white ABCD Van parked at the Distribution. At 1 PM, our distributions begin. With our clients forming a single file line, we will have those who have already signed up give their name and proceed to the collection area.

If you have not signed up ahead of time, you will proceed to our sign in table where we will have a brief sign in form for you to fill out. Once the form is completed you can move immediately to collect your food should you meet eligibility requirements.

When clients are signed in they can begin to select their foods. Moving along the food tables, clients can choose between meats, non dairy milks, and any of the produce items we have in stock the day of the Pop-Up. Clients simply tell the attendant which foods they would like and our team members will fill the bags with the selections.

### ***Can I have someone else pick up my food for me?***

If it is difficult for you to join us at our Food Pop-Ups a friend, or family member can come and collect food in your place! We only ask that you register ahead of time so that we get the correct information! Simply have your friend or relative share your name and if you are registered they can collect your food for you.

### ***How frequently do you visit each Pop-Up Location?***

Food Pop-ups visit 4 locations once a month. We visit additional locations on a rotating schedule. Each location is visited at a different designated date unless weather causes a delay.

We first visit **Roslindale** on the first Monday of each month.

We visit **Mattapan** on the first Thursday of each month.

We visit **South Boston** on the third Tuesday of each month

We visit **East Boston** on the third Friday every month.

We visit **Allston** on May 23rd, July 11th and September 26th

We visit **Hyde Park** on May 25th .

We visit **Roxbury** on June 13th, June 27th, and August 22nd

We visit **Jamaica Plain** on July 14th, and September 22nd

We visit **South End** on June 9th, and August 10th,

*\*These dates are subject to change due to weather and holidays. Typically if this occurs, the Pop-Ups will operate the following week on the same day.*

***Where can I find updates regarding the location, dates, and time of Food Pop-Ups?***

You can check our Mobile Foods Calendar on our website for updates on dates and locations. Our website can be found at [bostonabcd.org/service/abcd-food-pop-ups/](http://bostonabcd.org/service/abcd-food-pop-ups/).

You can also follow us on instagram @abcdboston for program notifications, location changes, and event cancellations.

You can call us at **617.208.8677** from 9:00 AM to 5:00 PM Monday through Friday, or email us at [mobilefood@bostonabcd.org](mailto:mobilefood@bostonabcd.org)

***What time does the Pop-Up begin?***

The Food Pop-Ups begin at 1:00 PM and will run until 2:30 PM

Occasionally, we will change the time we operate, though it generally stays the same.

In some instances, start time may vary, but we encourage you to check our calendar or contact us for any changes to the dates, times and locations prior to your visit.

***Are there any plans to expand to other locations?***

We currently have 4 locations, Roslindale, Mattapan, South Boston, and East Boston.

In the coming months as the program evolves we will be Popping Up in more neighborhoods!

We currently serve Roslindale, Mattapan, South Boston, East Boston, Hyde Park and Roxbury. We are actively expanding to new locations, so check our website regularly or contact us for more information about Pop-Ups near you.

***What happens to leftover food that is not used in the Food Pop-Up?***

We are happy to say that any produce deemed unfit for consumption is safely composted (as possible) so that we minimize food waste. Any food that is leftover, that is consumable, but will not last until the next pop-up is typically redistributed to other community groups.

***Would it be possible for me to volunteer with the Food Pop-Ups?***

An extra set of hands is always appreciated! If you are interested in assisting us with the Food Pop-Ups feel free to contact us through our email, or telephone!

Our email is [mobilefood@bostonabcd.org](mailto:mobilefood@bostonabcd.org)

Our telephone number is : **617.208.8677** (Monday through Friday 9:00 AM - 5:00 PM)