

ABCD FOOD POP-UPS PROGRAM

Frequently Asked Questions (FAQ)

How can I receive food?

You can receive food once a month during your enrollment period at your selected Pop-Up location, during a Pop-Up event.

How do I sign up for the Pop-Ups?

You sign up for the Pop-Ups program during the Sign-Up period by calling or emailing the Food Pop-Ups Team. You are currently enrolled in the Program. We are not accepting re-enrollments at this time.

What are the eligibility requirements for this program?

To be eligible for this program, you must be a resident of either Boston, Medford, Everett, Belmont, Newton or Winchester. Your approximate annual household income must be under 80% of Area Median Income.

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 are the Pop-Up events?

The Food Pop-Up events occur once a month at your selected Pop-Up location during a time window. The location, schedule and time window is stated in the schedule on page 5. The Food Pop-Ups Team will remind you of each Pop-Up event before it occurs. Please contact the Team at any time to inquire.

What Pop-Up location can I visit?

You may only visit your selected Pop-Up location, once a month, during your enrollment period. If you need to change your location please contact the Food Pop-Up Team. We will try our best to accommodate your request.

How much food am I receiving every month?

You will be receiving several bags of groceries each month.

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 instead!

Should I bring anything to assist with carrying the food?

We recommend the use of a hand cart, or another vehicle for the Pop-Ups! Please plan accordingly. The Pop-Ups does not provide delivery or transportation of the food off-site.

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: bostonabcd.org/fooddelivery

Will my dietary restrictions be accommodated?

You will be selecting the foods that you would like from what we have available at the Pop-Up events. You will be able to choose what will best fit your dietary needs and preferences.

What kinds of foods are in the order?

A range of seasonal locally grown produce, a variety of meats and dry goods will be available for you to choose from. Please let the Pop-Ups Team know if you have any suggestions on the food that is available. We will try our best to accommodate suggestions in future food orders.

Am I able to choose the food that I receive?

Yes! You are able and encouraged to choose the food that you and your household would like from what we have available at the monthly Pop-Up event.

What do I need to know before visiting a Pop-Up?

You simply need to check the schedule and show up at the location during the time slot of the event. You will receive a reminder ahead of the event either by text, email or both. Once you arrive you will sign in and move forward to pick out your food. You're encouraged to bring an ID so that the Team can easily pull up your enrollment record and sign you in.

Can someone else pick up food on my behalf?

Yes, a friend or family member can attend the Pop-Up and pick up your food for you. The person picking up will need to provide your name when signing in and is encouraged to show your ID.

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 a market style with a sign-in table and food tables. You can find us by arriving to the event address and looking for the white ABCD Van and/or the ABCD Food Pop-Ups sign. During the distribution window, you'll simply sign in and pick out the food that you'd like for the month.

Moving along the food tables, you can choose between various meats, non dairy milks, seasonal produce items that we have in stock the day of the Pop-Up and a variety of dry goods. You can tell the attendant which foods that you'd like and our team members will fill your bags with your selections.

What do I do if I'm going to miss a Pop-Up or can't attend?

If you cannot attend or will miss a Pop-Up event, please contact the ABCD Food Pop-Up teams ahead of the event. If you cannot attend, you're encouraged to have a friend or family member visit the event on your behalf. We cannot guarantee that you'll receive food from the month's event if the food is not able to be picked up during the month's event.

What happens if a Pop-Up event cannot occur on the scheduled date?

The Pop-Up events are held indoors so that we can operate regardless of rain or snow. However, in the event of weather or other issues, we may need to cancel or reschedule a Pop-Up event. In this event, we will do our best to reschedule and provide the food for the month, though cannot guarantee the service in these circumstances.

Who do I contact if I have any questions, comments or concerns?

Please call ABCD Food Pop-Ups program direct phone line 617.208.8677 or email mobilefood@bostonabcd.org.

Can you accommodate various languages?

Yes, we can accommodate various languages. We use a phone translation service and may have staff members or volunteers who can communicate in various languages. If you call the Food Pop-Ups Team, we can have a conference call with you, a Food Pop-Ups team member and a translator to assist you. If you need a specific language, please let the Food Pop-Ups team know and we will try our best to accommodate.

If I would like to be removed from the program what do I do?

Please call ABCD Food Pop-Ups program direct phone line that is 617.208.8677 or email mobilefood@bostonabcd.org. A team member will assist you.

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

You can check the schedule listed in this packet or check our Mobile Foods Calendar on our website for updates on dates and locations. Our website can be found at bostonabcd.org/foodpopups.

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

You can call us at 617.208.8677 or email us at mobilefood@bostonabcd.org

What if I am seeking any other additional programs and services?

If you need assistance with anything outside of the program please feel free to call ABCD Connect at 617.348.6329 or email abcdconnect@bostonabcd.org.

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

We are happy to say that most of the food deemed unfit for consumption is safely composted 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 food programs and/or community groups.

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

Help 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

Our telephone number is : 617.208.8677