

2022 Produce Season Information



second harvest
HEARTLAND[®]

SHH Quality Assurance

Quality Control and Inventory Specialist role: In August of 2020, SHH added a QC role to the Operations Team in Brooklyn Park. This role mainly focuses on improvement of quality in our produce program.

- Inspecting inbound produce
- Daily quality inspections of product on-hand
- Implementing stronger rotation system/FIFO program
- Adjusting storage zones and temperatures for better shelf life
- Managing waste so poor-quality product does not get shipped out

Next Steps:

- Implement training program for all inbound and outbound staff in DC
- Establish communication stream of quality issues with agencies (*We need your help with this!*)

SHH has a 15% threshold for quality of all produce we receive, store and deliver. If more than 15% of a shipment is of poor quality we won't send the produce out.

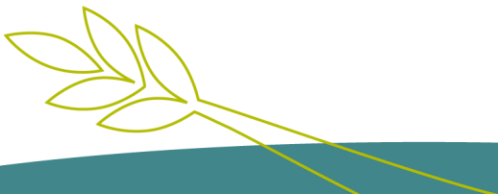


Produce Quality Expectations

Beauty is in the eye of the beholder

Expect up to 15% waste

- SHH is a food bank, remember that much of the produce we receive is blemished, secondary market or nearing the end of its shelf life.
- Produce is highly perishable and delicate
- Expect up to 15% poor quality with each produce order, and be prepared to sort, cull and manage waste.



Produce Returns

How Agencies can help with returns & quality assurance:

1. Photos so we can see what you are seeing
2. Description of specific issue (mold, decay, bruising, damaged, etc.)
3. Was produce inspected at delivery? If not, how long before noticing issue? How was it stored?
4. Other receiving issues to be aware of such as pests, pallet conditions, packaging, etc.?



Produce Return Policy

- Returns accepted for produce with 15% or more spoilage or waste
- Partners are responsible for inspecting all orders upon delivery. We recommend inspecting a sampling of each produce type.
- If you wish to reject produce due to quality concerns, contact Agency Relations at orders@2harvest.org or 651-209-7990 ASAP.



Are you able to use it? Before refusing produce, consider taking the time to sort and using what you can. Returned produce will most likely be thrown out!

I may not be pretty, but I'm still good to eat!



Produce Receiving & Inspection Tips



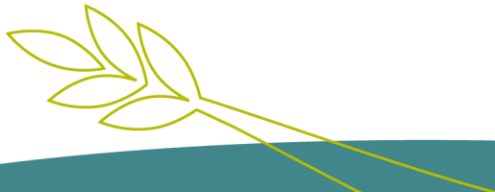
Step 1: Temp the truck and the product. For *most* produce, acceptable temp ranges from 32°F to 40°F.



Step 3: Inspect that produce! Open multiple cases on each pallet. Note any over ripeness, odors, leaking, decay, mold, or rot.



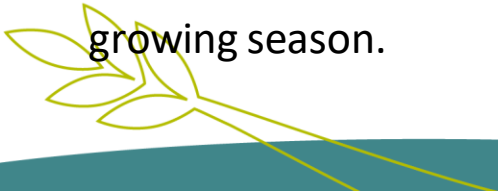
Step 2: Evaluate the overall condition of the truck (cleanliness, tipped pallets, pests, etc.).



Possible produce varieties available during the year

- Almost all produce sourced from farmers—locally, regionally and nationally.
- Varieties subject to change and dependent on growing season, crop conditions, quality, cost and other market dynamics.
- **Varieties listed are those that we regularly can get & successfully manage quality.**
- On average there is potential for 11 varieties.
- Historically, we source 8 varieties outside of the MN growing season with a few more available during our growing season.

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Produce Varieties (based on historical availability)	Fruits												
	Apples	█											
	Watermelon, tote					█	█	█	█	█			
	Canteloupe/Honeydew	█											
	Pineapple	█											
	Oranges					█	█						
	Pears						█	█			█		
	Misc. varieties from local distributors (Walmart DC, UNFI) (i.e. bananas, grapes, mangoes)	█											
	Vegetables												
	Cabbage	█											
	Carrots				█	█							
	Onions				█	█							
	Potatoes						█	█	█	█			
	Sweet Corn								█	█			
	Sweet Potatoes												█
	Winter Squash									█	█	█	
	Cucumbers							█	█	█			
	Eggplant								█	█			
	Peppers											█	█
	Tomatoes												█
Lettuce	█												
Zucchini and Yellow Squash												█	
Kohlrabi, Beets, Bok Choi												█	
Jalepeno Peppers, Habeneros, African Eggplant, Collard Greens, Mustard Greens, Sweet Potato Leaves, Tomatillos												█	
Misc. varieties from local distributors (Walmart DC, UNFI) (i.e. garlic, cauliflower, broccoli)	█												

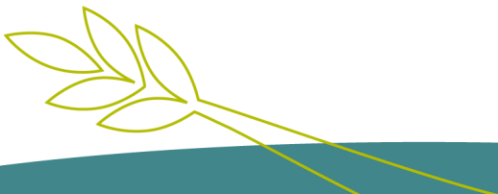


Customer Support – How We Can Help You

- Adjust your produce order to fit the season and your program
- Answer all your produce questions
- Returns, credits and issue resolution
- Troubleshoot sorting, culling and waste management
- Support statistics questions

Contact Agency Relations to make changes to your produce order

- orders@2harvest.org
- 651-209-7990
- Toll Free: 833-856-0149
- Website: <https://agencies.2harvest.org/>
- Available Monday – Friday from 8:00 AM – 4:00 PM



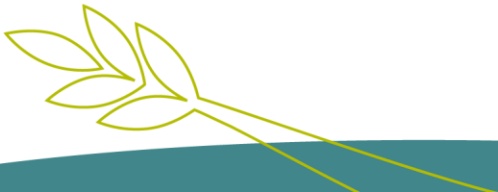
Customer Support – Self-Serve Resources

On Agency Zone <https://agencies.2harvest.org/> find these in the Resource Library/Produce

- Produce Distribution Guide – *for large distributions, coming soon!*
- [Fruit and Vegetable Guide](#) (*receiving, inspecting, storage & nutrition information*)
- [Fruit and Vegetable Fact Sheets](#) - Anoka County SHIP (*can be posted*)
- [Food Waste Disposal Tips](#)

Product Bulletin

- Seasonal updates
- Sent 2nd and 4th Mondays
- Includes produce and other product updates
- Sent to all program and shopper contacts



Thank you!

