

Food Bank of the Southern Tier

Agency Advisory Board

Minutes

February 10, 2016

Present: Jack Seman, CHOW; Kathy Greene, Addison Community Food Pantry; Nancy Myers, Lansing Food Pantry; Kristen Stewart (for Tina Sauter), Christian Hope Center; Laurie Ellis, Tioga Outreach; Kerm Bossard, Spencer VanEtten Food Cupboard; Kristine Morseman, Schuyler County Outreach; Darlene Bachman, Pennsylvania Ave UMC Food Cupboard; Larry Sanford, Windsor Human Development; Lyndsey Lyman, FBST; Matt Griffin, FBST; Bethany Britton, FBST; Vickie Steck, FBST

Welcome

Meeting called to order at 11:07 am

- **Working Agreements Review** – Lyndsey reviewed and no questions from the board
- **Review & approval of December meeting minutes** – Motion to approve by Kerm B., Kris M. seconds, all in favor.

Review & Updates

Agency Services & Nutrition (Lyndsey) –

- Agency calendar (see handout) was posted on Listserve; will be posted on FBST website; covers all of 2017 but subject to change - includes peer groups, meetings, trainings, and deadlines; no questions from board

Advocacy & Education (Lyndsey) –

- FBST 2017 Federal Legislative Priorities and FBST 2017 State Legislative Priorities handouts on advocacy pushes and events on state and federal levels; Reminder-HPNAP is a special resource that we receive that not many other states receive; Two (2) main priorities with advocacy on federal level - Farm Bill and TEFAP
- Lobby Day in Albany on March 1st – Three (3) FBST staff, five or six agency representatives, and two individuals with lived experience (April and Rosemary) will be attending; Nancy Eckstrom from Tioga County Hunger Taskforce and Mark Bordeaux (FBST Board of Directors) will also attend
- Conference in NYC – Matt attended conference in early February, gave a nutrition presentation regarding healthy produce and FBST nutrition policy, and also served on panel; Matt- hopefully FBST will be sending out surveys to agencies about the nutrition policy's impact since we are coming up on the one (1) year anniversary that the policy was put into effect; Kris M. and Kerm B. have not noticed complaints; Kris M., Kerm B., and Laurie E. are still enjoying the high amount of produce

Discussion & Decisions

- **April 2017 Meeting Date** (Lyndsey) – Proposed Date: April 7th, all in favor, no objections, motion approved; date will be updated on Agency Services calendar and date change will go out with minutes
- **County Hunger Coalition Reports to AAB**– Changes based on Coalition Meeting Discussion in January; Lyndsey- Issue of communication between AAB and the county coalitions –lack of engagement amongst each coalition including low attendance, lack of participation, etc
 - Steuben County: Member feedback-
 - Continue receiving information from Food Bank and from rest of coalition members
 - More open dialogue
 - Continue highlighting pantries

- Make time for everyone to be able to speak since it's a well-attended meeting
- Tompkins County: -
 - Agency spotlight very important - will start having back-up members available at meeting in case someone is not able to present
 - Open discussion
 - Appreciate more FBST staff in attendance, which makes a difference concerning overall communication and questions
 - Members were asked they would like to hear from each pantry for those presenting their agency spotlight, received about 30 questions
 - Lilly Tuskey may not be able to continue her position at coalition; Anne Haus offered to step in; good idea for others to see the willingness of others to step in when needed
- Tioga County-
 - Will begin having an agency spotlight at each meeting; Laurie E. likes the idea of having a backup person
 - Friendship Donations in Tompkins- nothing like that in Tioga County; Laurie will ask her coalition if they want to explore develop something similar in Tioga County
- Schuyler County-
 - Only a total of six members, of which three are only open one day per month; coalition meetings may not be among these members' higher priorities
 - Discussed that they like other agencies, such as Fidelis, Office of the Aging, etc. attending meetings; members would like to send out more invitations for visiting agencies
 - Discussion on difficulties with DSS - there isn't a good method for centralizing available resources to inform clients; members discussed being advocates themselves and centralizing resources
 - 211 needs to learn about what resources are available otherwise it's difficult to help clients; Laurie E.- has a whole board up with all available resources at Tioga Outreach, but many clients don't read it; Matt- Would it be helpful at some point in the year to connect with 211? We have three different 211 service areas and perhaps there are strategies/recommendations that 211 representatives can help us with?; Nancy M. just printed out 211 information and will pass this out at next coalition meeting to make sure all information is up to date; Kristen S. has the same concerns with Bath/Steuben County; Lyndsey will follow up with FBST 211 contacts; Matt- how can we make it more consistent with 211 getting and updating data? Send reminders to agencies?
- Chemung County-
 - Discussed decreasing numbers of clients attending their agencies in the city of Elmira - wondered if the need has gone down, or if clients are not able to get to pantries; discussed hours (those open in evening, weekends, etc); concern about clients not having access to internet and not being able to find distribution hours; Laurie E. suggested getting a spot on a local radio station to announce pantry hours; Jack S. suggested a community bulletin board;
 - Lyndsey asked what topics members were interested in at last meeting; Most responses came back as complaints; Darlene and Lyndsey agreed on taking a few minutes at each meeting to discuss "hot topics"; Kris M.-our members mostly just want to listen and Darlene agrees; Darlene and Laurie do not want members to think that they are pushing ideas on them; Lyndsey- members may be used to a certain meeting structure; Laurie E.- partner chat is good, also passing along leadership; Jack S.- most of our meetings go over the allotted time because there are a lot of questions, open discussions, etc; Matt- One way to get people to engage is by sharing personal stories; Jack S. suggests having

members share one good and one bad thing, which encourages sharing best practices and also promotes more engagement/participation

- **Annual Agency Celebration 2017-**

- Friday, April 28th at Watkins Harbor Hotel; time TBD
- Lyndsey- We learned from last year to not go over four hours; we want to keep the celebration more low-key but still offer opportunities for learning and networking; Goals-relationship building, networking, and building connections;
- Themes-listening for understanding; sharing for learned experience (hearing from clients, etc); feedback from members- (Darlene); Larry-will there be a limited amount of seats available? Matt- TBD; Jack S.-personal inspiration can come from networking, especially sharing stories with those from other counties; Kris M. suggested reserving certain amount of people per county at each table instead of assigned seats; Kerm B.-warn members at coalition meetings beforehand that this is how seating will be;
- AAB members voting results for themes: personal inspiration (5 votes); lived experience (2 votes); listening for understanding (1 vote); Kris M. suggested reaching out to 211 for tabling
- Ideas:
 - Two sessions going on simultaneously with time to go to each session (session repeats)- getting to know FBST staff, most or at least half the time as a question and answer session
 - General networking- person would go to the section with the topic they want to discuss;
 - Strategic plan (parts that impact agencies) – Feed/Nutrition-talk about changes in distribution model, share stories from speaker’s bureau; at least half of time reserved for question and answer session; Lead/Advocacy- why agency involvement is important, agency representative testimony, client testimony, and question and answer session with sharing ideas and concerns
- Feedback on ideas: Six (6) like feed strategy; four (4) do not like getting to know FBST; Kerm B. would like more information about Lead/Advocacy (2 votes) - legislation breakdown and local impacts, how to do more grass-roots lobbying (how to get clients to advocate more)
- Suggestions-expand on FBST contact list; Jack S.- To save time, hand out an organizational chart with staff pictures, titles, contact information, and Frequently Asked Questions of what this title does;
- Last year Kathy G. enjoyed the agency spotlight before the celebration
- Feedback on awards- In general, members like it; Lyndsey-awards are difficult for me because we don’t see day to day operations, also we ask for nominations and don’t receive a lot; Laurie E. suggests each agency fills out their own star and creates their own agency spotlight; Kerm B. likes the highlights; Kristen S.-when recognition comes from “higher” it means more to those receiving it

Closing

- **Identify Items to Share at County Hunger Coalitions in March:** Lyndsey is reconsidering this process; if agencies have something really important to bring back to their respective coalition meeting, then do so; Vickie will be talking about HPNAP Operation Support/Capital Equipment at March meetings; Kris M.-suggests getting coalition members excited for Agency Celebration

Our next meeting is April 7th, 2016, 11 am – 1 pm

Handouts: *February Agenda; December Meeting Minutes; Agency Services Calendar; FBST 2017 Federal Legislative Priorities; FBST 2017 State Legislative Priorities*