

## Agency Advisory Board

### 9/14/2018 Meeting Notes

In attendance: Kerm Bossard; TOI-Spencer Van Etten Community Food Cupboard, Nancy Myers; Lansing Food Pantry, Toni Adams; Lansing Food Pantry, JodyLynn Mosher; C.C. Chemung/Samaritan Center, Kathy Greene; Addison Community Food Pantry, Anne Haus; Trumansburg Food Pantry, Mary Cermak; CHOW-St. Paul's Episcopal Church, Jack Seman; CHOW-Broome Council of Churches, , Vickie Steck; FBST, Matt Griffin; FBST, Amanda Stuart; FBST, David Russell; FBST, Sarah Keenan; FBST

#### Meeting called to order at 11:04am

- **Introductions:** Welcome to Toni Adams from Lansing Food Pantry, representing Tompkins County and Sarah Keenan, FBST PantryTrak Specialist.
- **Reflections:** "The greatest challenge of the day is: How to bring about a revolution of the heart, a revolution that has to start with each one of us?- Dorothy Day
  - Matt- What does revolution of the heart mean? For Dorothy Day it meant three things,; 1- Stay close to those suffering and poor, 2- Be accountable to the community, 3-Beware of the ego-trip.
  - Kerm B- Revolution is a violent word. It is a complete change or a coup.
- **Working Agreements Review:** (on 2<sup>nd</sup> page of agenda) Honor your time.
- **Review & approval of June meeting minutes:** Kerm B. motion to approve, Jack S. second; all in favor.

#### Review & Updates:

- Agency Feedback
  - Kathy G. – There was no Steuben Coalition.
  - JodyLynn M.-Chemung Coalition is a little unorganized. Still trying things out. Our agency is setting special things aside for Veterans outside of our normal pantry hours. Christmas baskets are coming up for Salvation Army and C.C. Chemung/Samaritan Center.
  - Mary C. – There is a large grassroots effort at St. Paul's to really raise awareness of the vets and their abilities and needs and get individuals into contact with groups like the Southern Tier Veterans Support Group and another program in Binghamton that trains vets to work with service dogs. Pantries need to be very aware of Vets needs, i.e. PTSD (Post Traumatic Stress Disorder) and TBI (Traumatic Brain Injury).
  - Nancy M. – Tompkins County Food Distribution Network update; I am retiring and Linda Rumsey-Ebert from Newfield Kitchen Cupboard will jumping in. Matt- Nice job with the transition. Nancy M. and Toni A. - Our volunteers were adamant that

they wanted a special distribution, outside of normal hours for Vets. We are advertising for all Vets.

- Kerm B. – Veterans Day can make it difficult because it is so close to Thanksgiving.
- Matt – So looking ahead we can recap about this and look at the long term.
- Warehouse Operations/Food Acquisition
  - Matt – Some incoming products for the fall, we have eyes on a number of TEFAP product. There will be a large amount of fresh milk, trailer loads of whole, 2%, 1%, and Skim. They will have a less than two week window on the dates. FBST will suspend HPNAP milk until we get through the TEFAP milk.
  - Matt – Split peas are coming. Dave – There will be a recipe contest for all agencies starting with the split peas. Agencies submit their own recipes to FBST. We'll have a taste testing here and possible celebrity judges. Matt – So try to expand beyond split pea soup recipes. Share with clients and volunteers. One entry per agency. We'll take the top three or five, have a taste test here and maybe even have the locals come in and sample and vote. Dave – We'll share all of the submitted recipes.
  - Matt- Some more items that may come in are dried pinto beans, ground beef, chicken drumsticks and catfish filets.
  - Mary C. –Lentils and peas are fun. Great thing to augment the pantries.
  - Anne H. – What about the small roasting turkeys? Matt – We won't know until it comes.
  - Mary C- Maybe quarterly buy condiments to go with pantry staples.
  - Dave – You can make combo meals with these items. Kathy G. – You can do recipe in a bag, this is an extra, over and above what they get in the pantry but utilizes the hard to move items.
  - Nancy M. – We use a bushel basket and put the lentils in there, all pretty and have recipes next to them available. JodyLynn M. –It's all about appearance.
  - Kathy G. – We made a soup using the vegetarian vegetable soup to sample. Matt- The nutrition team is working on food sampling and safe ways to do it. Dave- We are trying to figure out a way by using a certified kitchen and the person preparing it is also food safety certified and ensuring that food is held safe. Matt- Cut produce is difficult to keep safe, keep produce whole. If you are doing sampling, how are you monitoring the food, keeping in mind of personal hygiene and the space? This is all important in the case anyone becomes ill. JodyLynn M. – Are we allowed to sample and try it first? Matt- Yes. It's fine to do so.
  - Mary C. – We have clients that pipe up and offer suggestions to use pantry items through conversation. We have a very supportive community.
  - Toni A. – A follow-up to JodyLynn's question about sampling- when you talk about samples, is we use the Jell-O shot cups, can we open items up for samples? Matt – Remember personal hygiene and the least amount of people touching it.
- PantryTrak

- Sarah- Over 50% of MFP's are in the process of training/launching PantryTrak. There are so many variations between each MFP, like Ithaca College and Avoca (which has a drive-thru set up). We are on track and hope to finish the MFP's by the end of the year. There are about 30 left and we have identified ten for the next wave of launches. We have two next week in Binghamton. Brick and mortar will benefit with all the kinks being worked out in the MFP's, so we will be better equipped to handle any issues. PantryTrak gives us access to real time data. This is incredibly valuable on how you do your job and other variables.
- JodyLynn M. – Is this going to be the rule, does everyone have to be on board?
- Matt- There has been a lot of concerns from the agencies but not seeing these in MFP's. Sarah- and PantryTrak will only get faster the more that people use it.
- JodyLynn M. – So any volunteers can use it? Matt- Yes. We definitely want back-ups and more people to know how to use it. We ran a report in August showing that there were 42 active sites and that was just shy of 3,000 households.
- JodyLynn M. - Do people like it? Sarah- From what I have seen, yes. The key chain scan makes it easy. Scan it and they are done, they're through. This is ultimately going to be a time saver. Nancy M. – Jackie's made it very comfortable and easy to use.
- Mary C. – Jack and I chatted about it and it could get confusing for CHOW and then CHOW pantries. Sarah – How does this work? Jack S. – CHOW partners with the FBST and we work directly with pantries through a referral system. Matt- This might be the reserve function. Vickie- What do they do with walk-ins? Jack S. – Walk-in forms can be used and sent to CHOW.
- Jack S. – Would you ask for proof of residence? Matt- That is at the discretion of the pantries.
- Matt- So of the 3,000 households in August, 87% visited one time a month and 11% visited two times a month. The Food Bank has the global view but not at the pantry level. You can run reports. Kerm B. – So you get the numbers and not the names? Matt – Yes, aggregate data only. Kerm B. – I do that at the end of every year in the spreadsheet but it's all done by hand to the reports and information. But I don't know whether a family has visited other pantries. Matt- We still won't know.
- Nancy M. - What about submitting stats? Matt- PantryTrak and Primarius don't currently talk to each other, stats would still have to be submitted through Primarius.
- Jack S. – Can you tell where people are coming from? Matt- We could just tell based on zip codes. PantryTrak doesn't plot the data but you could export it to a program that could. Jack S. – I'm excited to see that.

- Agency Services & Nutrition, Other FBST News (Dave)
  - HPNAP Operation Support-Capital Equipment (OS-CE) grants applications are due Monday, September 17<sup>th</sup>.
    - The HPNAP Food Grant is only one page and we need only one copy.
    - HPNAP OS-CE requires ten copies be submitted. The equipment quotes must be similar, not necessarily exact and vendor quote needs to be good for three months not six months.
    - JodyLynn M. – Does it matter where the quotes are from? Dave- No, not really.
    - Matt- Please follow through the Checklist.
    - JodyLynn M. – Do you know the format is all messed up? Dave- I know. I've been updating from last year's grant.
  - Nutrition Ranking- We are moving forward to join all the other Food Banks in New York who all have policies and ranking systems in place. Our JSY nutritionists and our dietetic intern are starting to categorize food items; red, yellow and green. We are running reports on the last five years on the percentage of food we've given out and where it would fall in the ranking system. Our goal is to reward agencies that order more green food items- looking at possible reduced shared maintenance fees.
  - Vickie- Reminder that Holiday Turkey forms are due on Monday, September 17<sup>th</sup> at 4 pm.
  - Chasing the Dream Premiered on WSKG.
    - Kerm B. – Has there been an effort to try and contact politicians and get them involved in seeing this? Matt- I am not sure.
    - Kerm B. – The Farm Bill expires on September 30<sup>th</sup>. We should contact our local representatives about the importance of the Food Bank, TEFAP and SNAP benefits.
    - Jack S. – I will share the link of a very informational website.

### Discussion & Decisions

- Trauma-Responsive Care Overview and Activity (Amanda)
  - Oprah Winfrey's ACES Too High interview on 60 Minutes.
  - AAB members took an ACES test. The results were in line with the national standards.
  - The goal is to become more aware of the possibility that people utilizing pantries and meal sites along with the individuals volunteering or working at them may have experienced trauma. Trauma affects the way we interact with others. Even having to go to a pantry to ask for food can be a traumatic experience. The data

has shown direct correlations between the number of ACES an individual has and their health outcomes later in life. Along with ACES is the importance of addressing Burnout within agencies. You cannot take care of others without first taking care of yourself.

- Please see attached documents.
- MFP 101 (Matt)
  - An MFP 101 won't be possible this fall but would a FAQ and ground rules be helpful?
    - Kerm B. –Produce. Why can't an email go out to pantries about what's available in the warehouse? Matt – With emails, there's a lag time so it's challenging to ensure that the produce gets out before it expires.
    - Mary C. – How much is left over after an MFP distribution? Sarah – Not much.
    - Matt- Any other questions?
    - Nancy M. – Tyler was awesome! Toni A. – We had heard about him. He spent a lot of time with the clients and the volunteers.
- Agency Opportunities For Reduced Shared Maintenance Fees (Matt)
  - Currently the FBST shared maintenance fees start at \$.18/lb. for donated and value added products. We currently allow agencies to reduce their shared maintenance fees down to \$.11/lb. or even \$.10/lb. Some agencies have seen a \$500-\$1,000 savings.
  - How can we make Shared Maintenance more robust and share some of the strategies from our Lead and Strengthen.
  - We wanted to get your opinion on the idea of shifting from food acquisition to focus more on advocacy or hospitality. Focus on other initiatives.
    - Ideas of hospitality could be redo the waiting room and/or involve clients in volunteering opportunities
    - Client outreach. We have a large number of seniors in our service area. Can we expand or start deliveries to the frail and homebound? Unfortunately, the HPNAP OS-CE grant doesn't this type transportation which is why we would potentially be interested in offering a reduced shared maintenance fee.
    - Healthy food acquisition- like what Dave spoke of earlier; the "choose often" items.
    - Agency engagement- possible credit to agencies who attend coalition meetings. For example, Tioga, four out of six meetings, Tompkins would be three out of four. Even attendance at peer groups.
    - Advocacy and Education- Attend Hunger 101 and Advocacy 101. Make connections with local legislators.

Mary C. – With client outreach, we need to look at these things and take stock of where we are first. Until we really discern what’s going on in our own areas; how do we approach? Matt- Self assessments of where agencies are and what they are doing.

Kerm B. – I like it. The difficulty will be in keeping track of it all.

JodyLynn M. – Maybe before and after pictures? Matt – Yes, we’d love to have you share that.

JodyLynn M. – There’s a lot of hurdles but we could get local colleges to come in and maybe paint murals.

Kerm B. – Some criteria to add; how many different food pantries an agency visits?

Kathy G. – This gives opportunities to smaller agencies who can’t achieve the smaller shared maintenance fees due to food acquisition alone.

Matt- No, it’s not retroactive.

### **Final Thoughts**

- Tune into the next CFD in December
- MailChimp

**Meeting adjourned at 12:58 pm.** Motion by JodyLynn M., seconded by Jack S., unanimous.

- **Agency Advisory Board Meeting Dates (2<sup>nd</sup> Friday, 11 am-1pm) with Key Focus Topics:**

December 14<sup>th</sup>: to be determined

Submitted by A. Palme