

# FOOD BANK OF THE SOUTHERN TIER

## EXECUTIVE COMMITTEE

Tuesday, August 2, 2022

8:00 AM – 10:00 AM

### AGENDA

<u>TOPIC</u>	<u>FACILITATOR</u>	<u>ACTION</u>	<u>TIME</u>
1. Welcome and Call to Order	Joe Thomas		2
2. Opening Prayer/Poem/Positivity	Joe Thomas		2
3. Approval of May 31, 2022 Minutes	Joe Thomas	Approve	1
4. Check-in	Joe Thomas	Discuss	10
5. Debrief BOD Strategy Session	Joe Thomas/Meghan Parsons	Discuss	20
6. Strategy Committee Update	Joe Thomas	Report	15
7. Facilities Committee Update	Mary Pat Dolan	Report	15
8. Catholic Charities Update	Joe Thomas/Meghan Parsons	Report	10
9. Acting CEO Report	Meghan Parsons	Report	20
10. Other Business	Joe Thomas	Discuss	5
11. Executive Session			

#### Next Meeting:

Wednesday, September 7, 2022

8:00AM – 10:00AM

Opening Prayer/Poem/Positivity: Mary Pat Dolan

RSVP to Lynn Dates [lynn.dates@foodbankst.org](mailto:lynn.dates@foodbankst.org)

# Food Bank of the Southern Tier

## Executive Committee Meeting

Tuesday, May 31, 2022

8 – 9:30 am

Board Member	In Attendance	Unable to Attend
Joe Thomas (Chair)	X	
Steve Hoyt	X	
Mary Pat Dolan	X	
Jessica Renner	X	
<i>Ex-Officio</i>		
Karen Dehais	X	
Natasha Thompson	X	
<i>Staff</i>		
Randi Quackenbush	X	
Jennifer Bertron	X	
Meghan Parsons	X	
Lyndsey Lyman	X	
Lynn Dates	X	

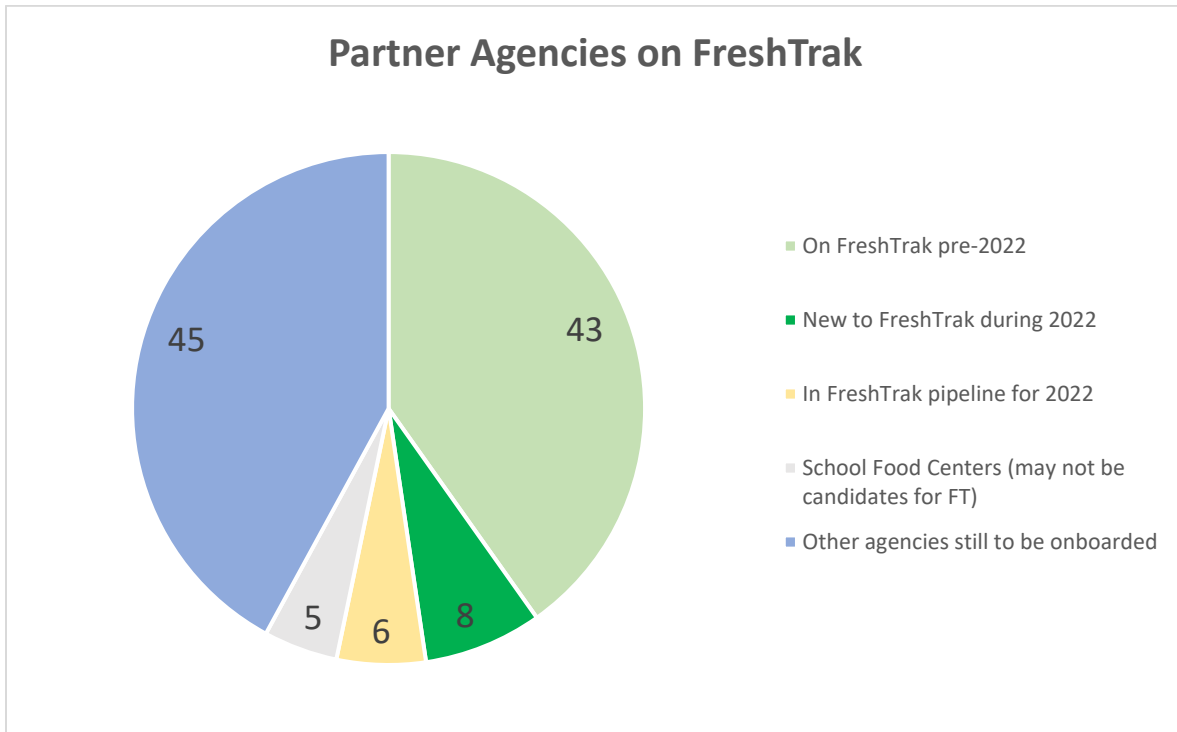
- Welcome & Call to Order** – Joe Thomas called the meeting to order at 8:00 am
- Opening Prayer/Poem/Positivity** – Natasha shared a Franciscan blessing.
- Approval of the May 10, 2022, Minutes**  
*Mary Pat Dolan made a motion to approve the May 10, minutes.  
Steve Hoyt seconded. None opposed. Minutes approved.*
- Check-in** – All attendees provided updates on their personal & professional lives.
- BOD Strategy Session** – Natasha shared that she, Randi, Jen, Lyndsey, Jamila Michener would be meeting June 1, to prepare a draft presentation for the upcoming BOD Strategy session on June 9, about the evolution of Strategic Collaboration to what is now named Community Empowerment.  
  
Randi, Jen, and Lyndsey reviewed components of a draft presentation, emphasizing the evolution of the use of Community Empowerment rather than Strategic Collaboration to denote deeper work in communities leading to good food and increased access outcomes. Committee members shared the following in response: Keep presentation crisp; allow ample time for BOD feedback; focus on important outcomes; Simplify – what problems are we trying to solve; A couple of outcomes, 1) BOD understands better, 2) Members generate new ideas; Community Empowerment is least socialized aspect of our work; Engage BOD – how to measure outcomes and instill confidence in moving ahead with this work; Focus on one of the three arrows in the presentation – where are we now and what do we do to get to this point – reinforce with visuals; Remain conscious of timing; What problems are we trying to solve; What does the BOD need to talk confidently about this subject; Lynn will resend the survey to determine whether or not the Strategy session will be held in person or virtually.
- Sabbatical Plan** – Natasha provided her sabbatical update pointing out that June 10 will be her last day in office and that she has created lists of tasks in ASANA for the Senior Leadership Team. Joe noted that she did a nice job planning her sabbatical, that Meghan seems “powered up” for her role as Acting CEO
- Other Business** – Karen provided a CCDR update.

The meeting adjourned at 9:04 am

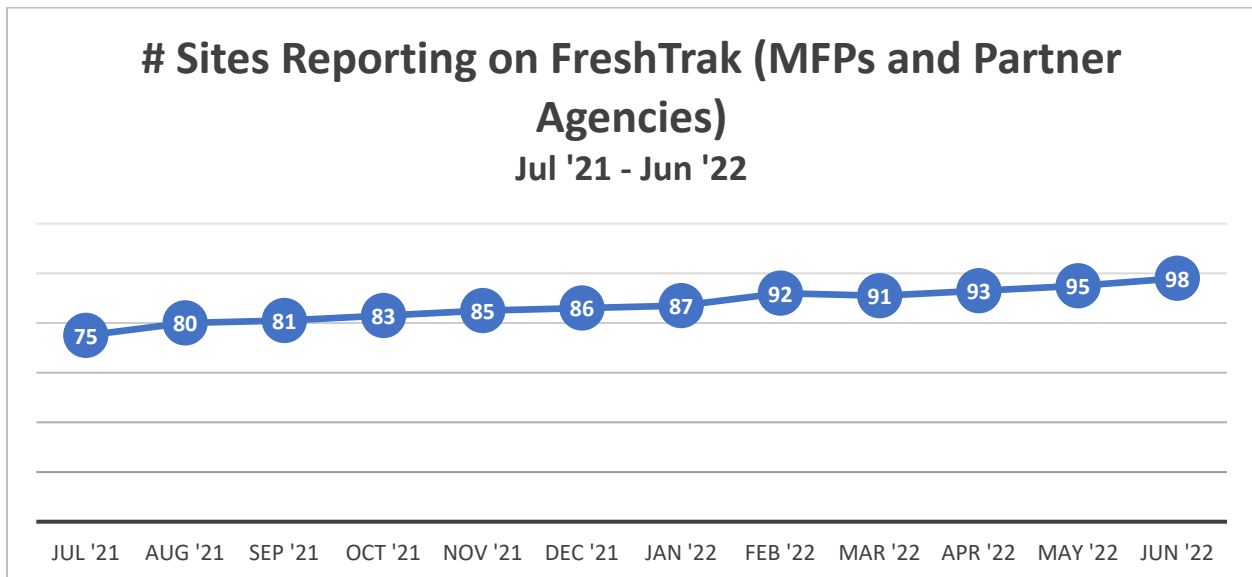
Minutes respectfully submitted by,  
Lynn Dates, *Executive Assistant to  
Natasha Thompson, President & CEO*

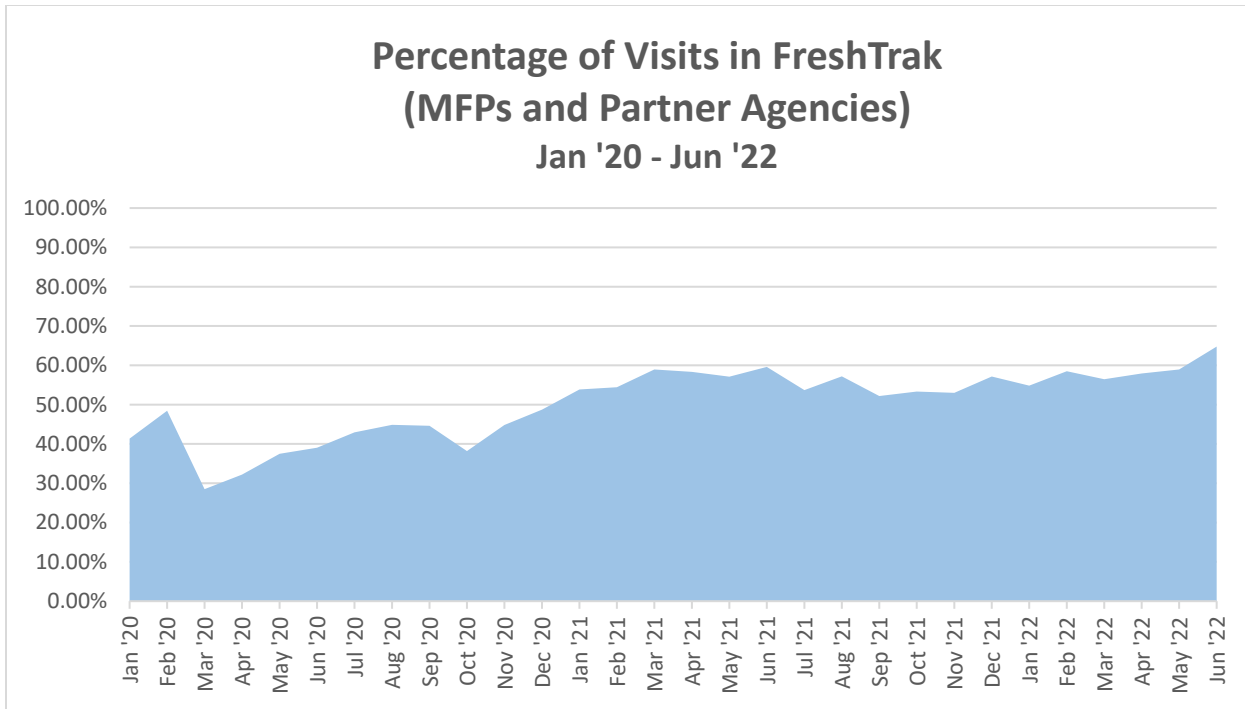
# 2022 Q2 Service Insights Rollout Status Report

Prepared 07.08.2022 by Kathryn Miller, Service Insights Manager



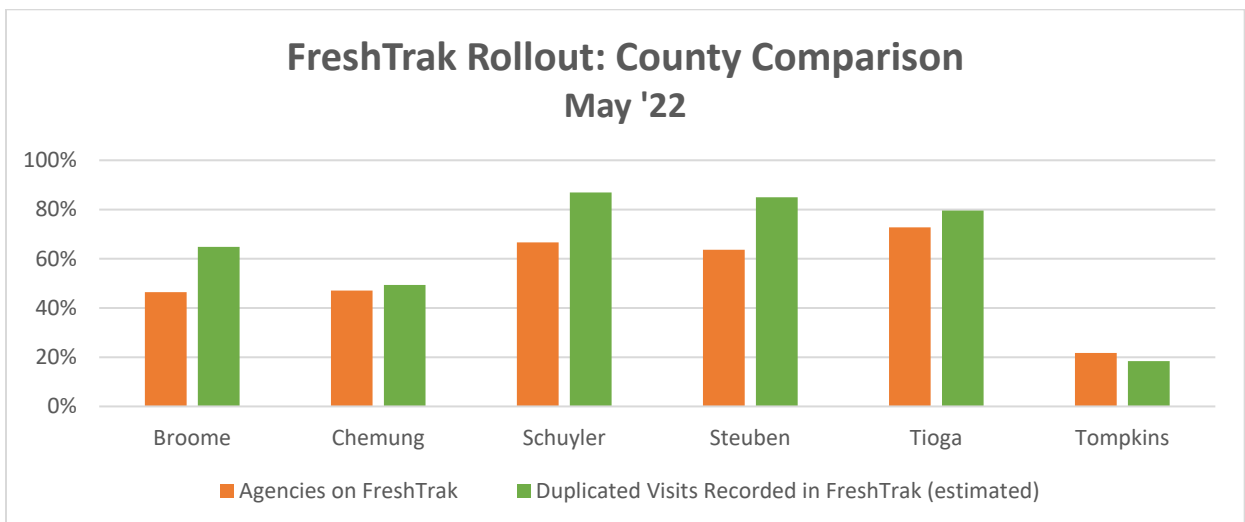
We are at 51 partner agencies active on FreshTrak. We aim to onboard up to another 6 by the end of Q3, before pausing onboarding to prepare for the transition to the updated version of the platform.





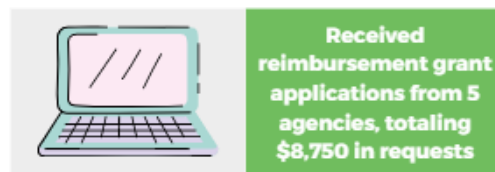
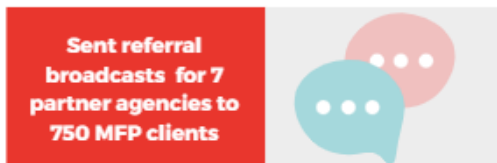
*The percentage of visits has stayed fairly constant since March 2021, but this is because our Community Impact Department has continued to add new partner agencies, so the denominator has been increasing along with the numerator. For context, in May 2021 we had 14,992 duplicated visits in Primarius, and in May 2022 we had 18,460 (a 23.1% increase). We had 9,091 duplicated visits entered in FreshTrak in May 2021, and 11,608 in May 2022 (a 27.7% increase).*

*In June '22 we saw an increase in the percentage recorded, putting us right on target for our goal percentage of service visits being recorded in FreshTrak by the end of Q2: 63%.*



*We now have the largest percentage of MFP and pantry visits recorded on FreshTrak in Schuyler County, while Tioga holds onto the crown for largest percentage of partner agencies using FreshTrak.*

## 2022 Q2 Key Performance Indicators:



### Key updates from this quarter:

We have solidified our transition timeline from FreshTrak to the new platform, Service Insights on MealConnect. Feeding America anticipates having the necessary features in place by the end of 2022. Below is our anticipated timeline, assuming the promised features are indeed ready at the beginning of 2023:

- July 2022 – Communicate to current partner agencies about transition timeline and new data elements to be added to Service Insights, via email with attached videos. Send out survey to agencies which will help us plan for their transition and set up their new account.
- July – September 2022 – One-on-one meetings with each current partner agency on FreshTrak to discuss and prepare for the transition
- February 2023 – transition pilot group over to new platform
- April 2023 - transition MFPs and senior MFPs to new platform
- May – July 2023– transition non-pilot group agencies over to new platform
- August 2023 – begin onboarding new agencies to platform

We also have exciting news about some of our largest pantries. One of our goals for the year was to have conversations with our biggest two agencies (Enfield and Catholic Charities Broome – 100 Main) to determine barriers to beginning FreshTrak and hopefully identify a timeline for each to transition. Natasha spoke with the Enfield pantry coordinator and laid the groundwork for a discussion about Service Insights once we are on the new platform. CC Broome has agreed to begin using FreshTrak at their 100 Main location within the next few months, and at Mother Theresa’s Cupboard once the new platform is available. Over the last year, CC Broome’s 100 Main location provided 4% of the total duplicated pantry visits out of our partner agencies and MFPs, making them our second largest pantry. Onboarding them to FreshTrak will be a great step towards strengthening our data on Broome County and taking steps to meet the need there.

In addition, Ithaca Kitchen Cupboard, our 4<sup>th</sup> largest agency that is not using FreshTrak and 8<sup>th</sup> largest overall, is also prepared to come on board with FreshTrak within the next few months. They used FreshTrak for a few months pre-COVID, but paused once the pandemic began. We are happy to welcome them back to FreshTrak!

We took advantage of a new program called Foundant, which is now being used to manage all FBST grants. We have moved our computer equipment and internet reimbursement grant to Foundant, as well as our data usage agreement that all agencies must sign before beginning to use FreshTrak. Going forward, this will cut down on staff time required to manage the grants and agreements, and simplify our record-keeping.

As the Community Impact and Operations teams have continued to add new MFP sites to meet the demand in our area, our 2-1-1 partnerships have provided key information about our success at meeting the need. We hope to continue to reduce the unmet need, judged by the number of clients wishing to attend MFPs but calling after registration has filled up. We continue to offer referrals for partner agencies, either to MFP clients in their area or to their own pantry clients who may not have attended in a while.

## **Priorities for the next quarter:**

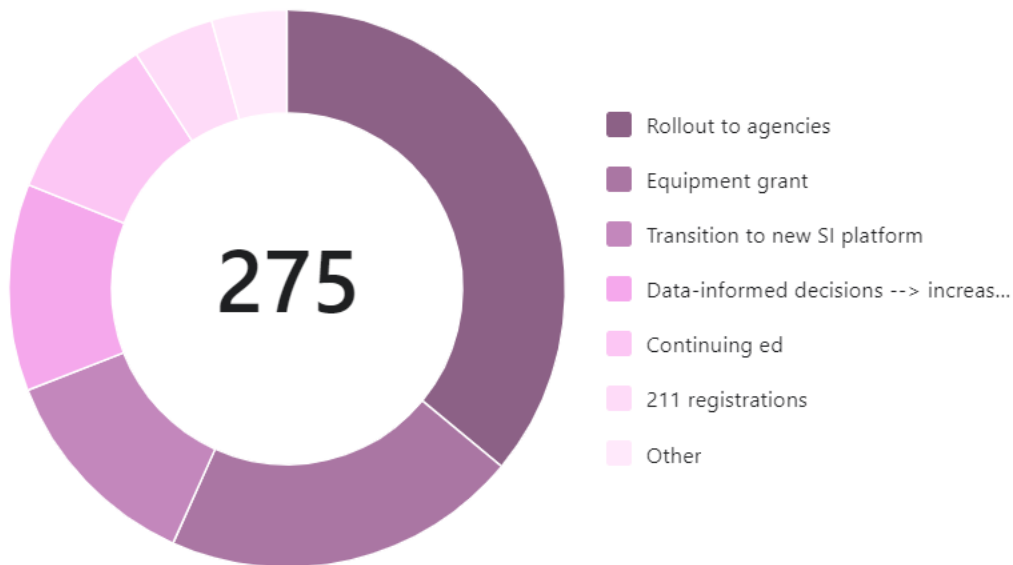
- Prepare training materials for Service Insights on MealConnect
- Meet with every agency currently using FreshTrak to discuss and prepare for transition
- Onboard up to 6 more agencies to FreshTrak before pausing to transition to new platform, including CC Broome / 100 Main and Ithaca Kitchen Cupboard!
- Send out pre-recorded video to agencies explaining how we utilize Text-Em-All and how they can request a broadcast from us (taking the place of our planned Q2 webinar)
- Award first round of 2022 funding for reimbursement grant

## **Strategic Investment Fund Goals (2021-2023):**

1. By January 2022, 2-1-1 helplines will handle all phone registrations for MFPs, and we will review the process and compensation quarterly.

2. By the end of December 2023, at least 78% of people served by MFPs and food pantries each month will be captured by FreshTrak.
3. Through 2023, approximately 50 food pantries will receive computers and 25 food pantries will receive seed grants for Internet/Wifi.
4. Transition partner agencies, 2-1-1 information and referral helplines, volunteer phone handlers, and internal staff over to new FANO Service Insights platform.
5. Update intake process to include FANO's recommended data elements (SNAP receipt and race/ethnicity) plus any others FBST chooses.
6. Implement continuing education opportunities for FreshTrak users.
7. Ensure data integrity.
8. Increase access to food assistance by making data-informed decisions.

## Completed tasks by project



This chart shows the percentage of tasks the SI team has completed in Asana under each goal of the SIF project during Q2. As you can see, a lot of our time is still dedicated to onboarding new agencies to FreshTrak. We've also spent a fair amount of time on reimbursement grants – both the process in Foundant and individual applications. Our third largest percentage of complete tasks during Q2 falls into the category for the transition to the new Service Insights platform. And we've also spent significant time on continuing education (resources for FreshTrak users) and making decisions that are informed by the data.